

FIG. 1

200

205

210

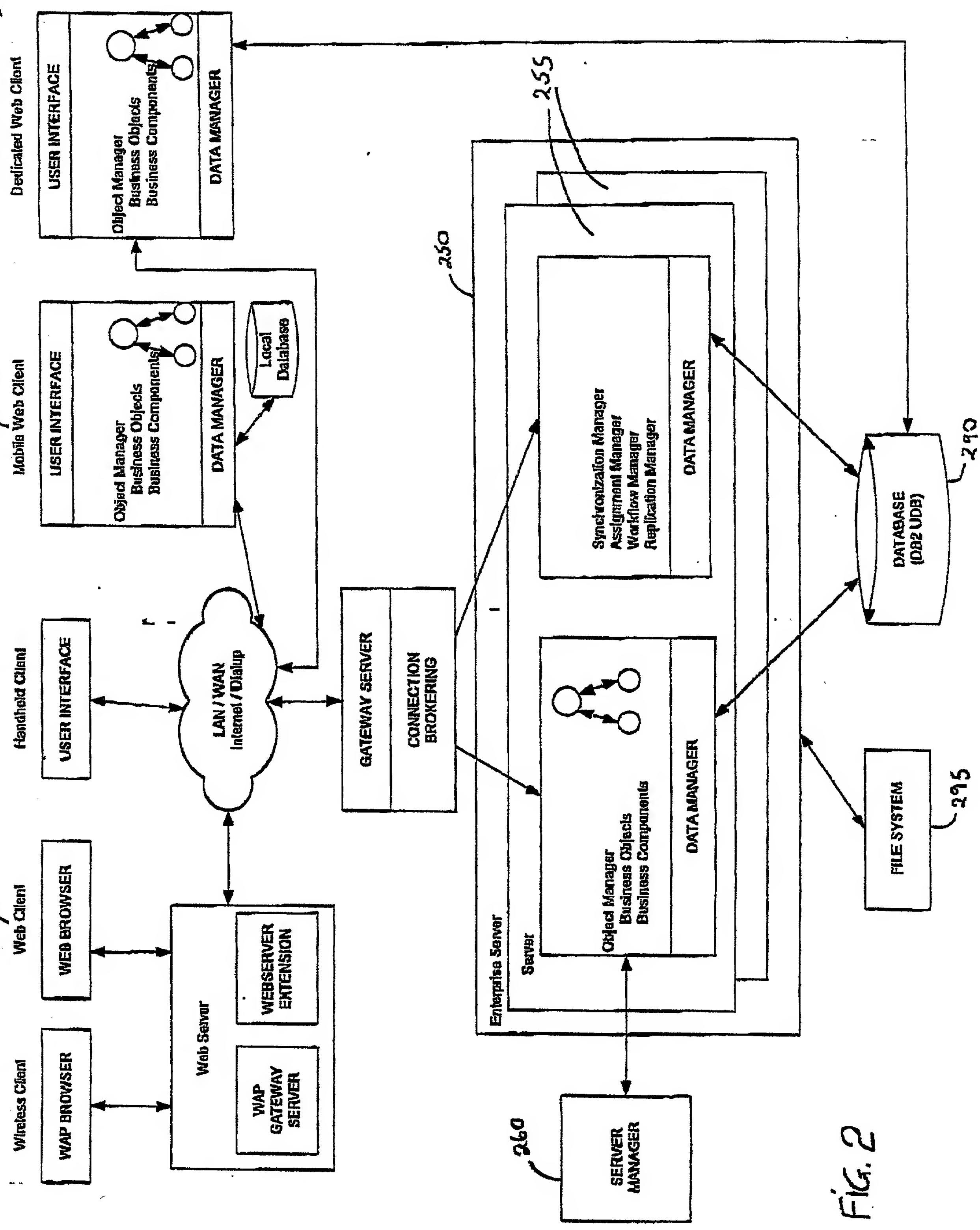


FIG. 2

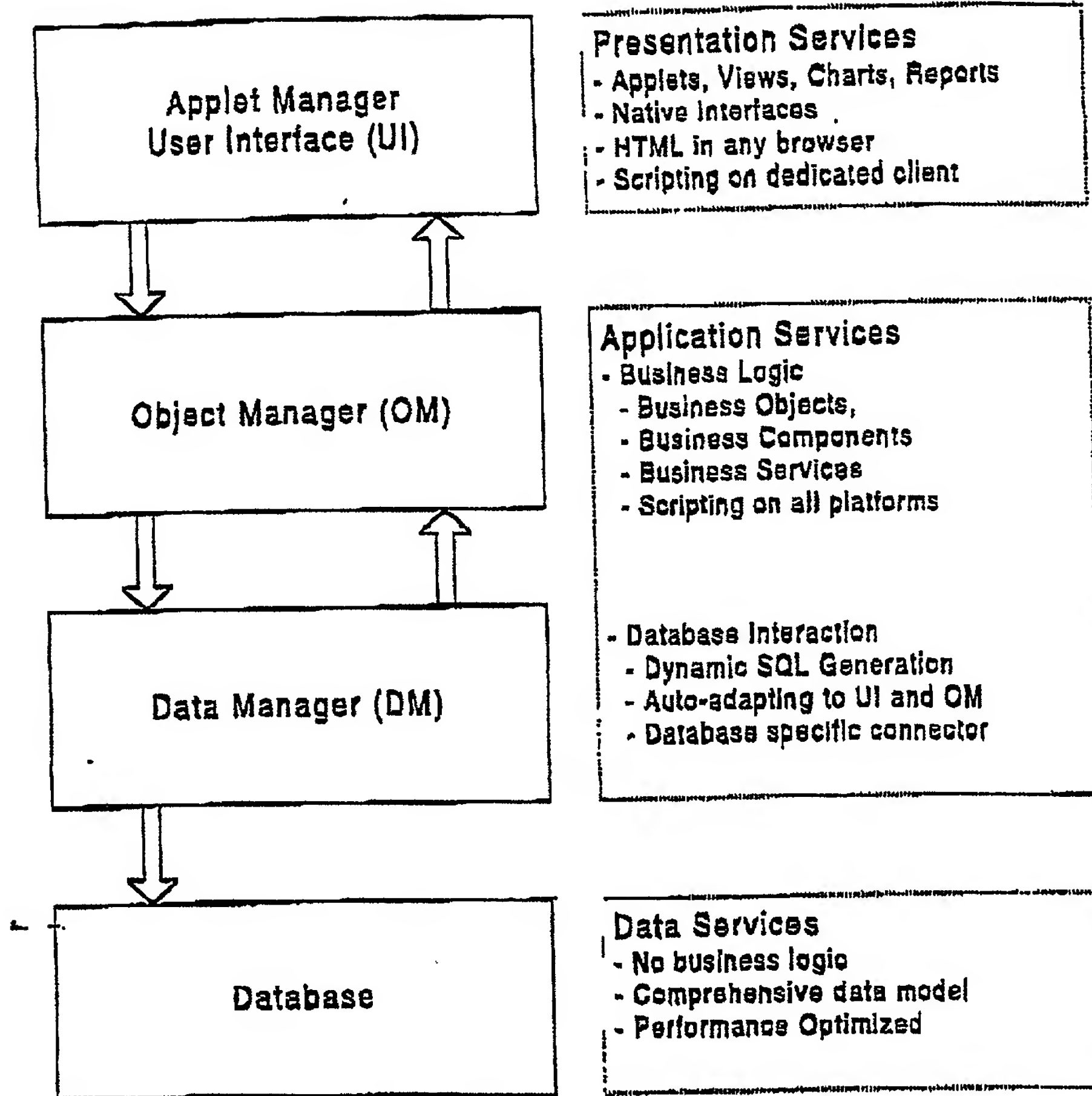


FIG. 3

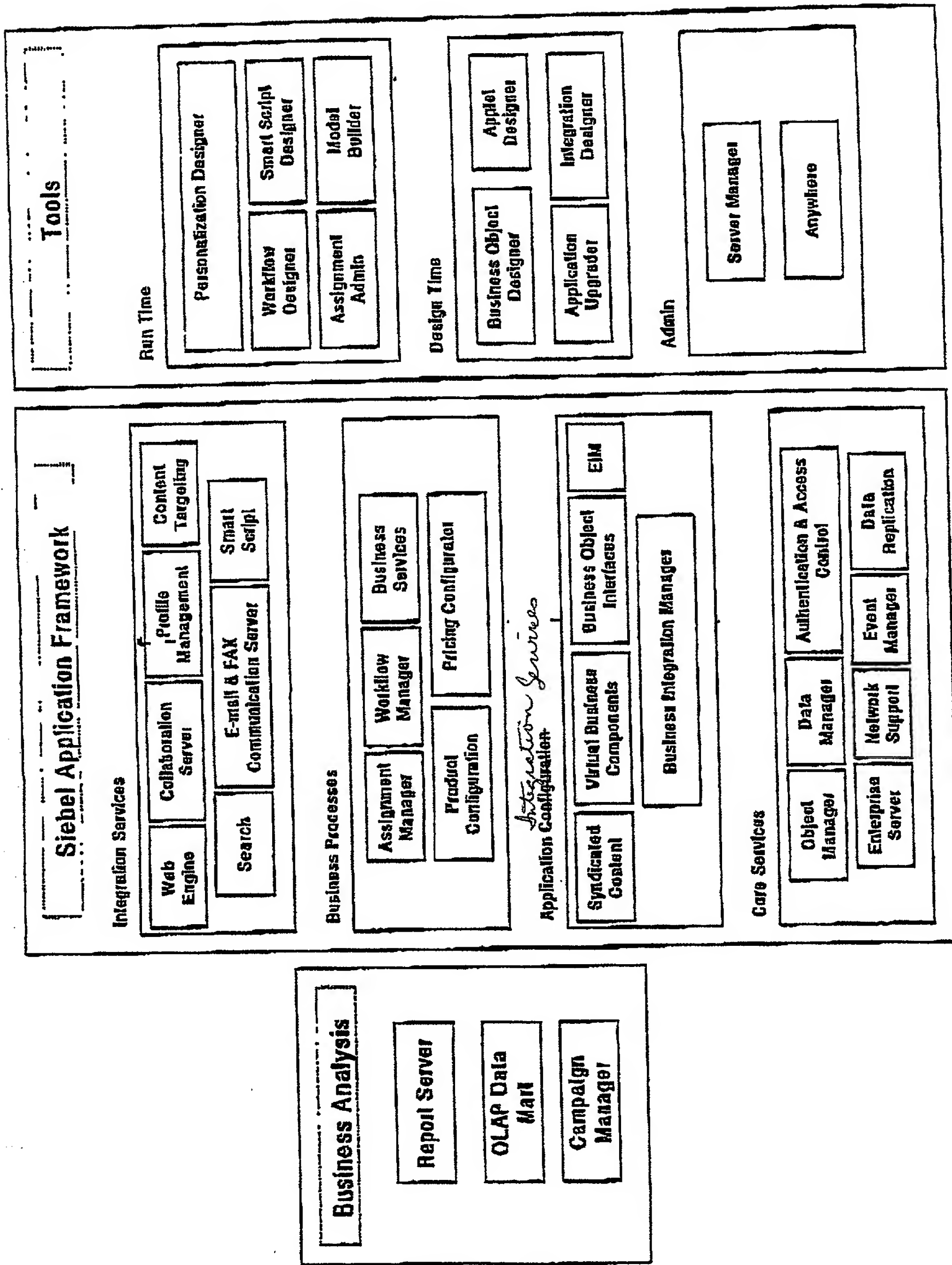


FIG. 4 A

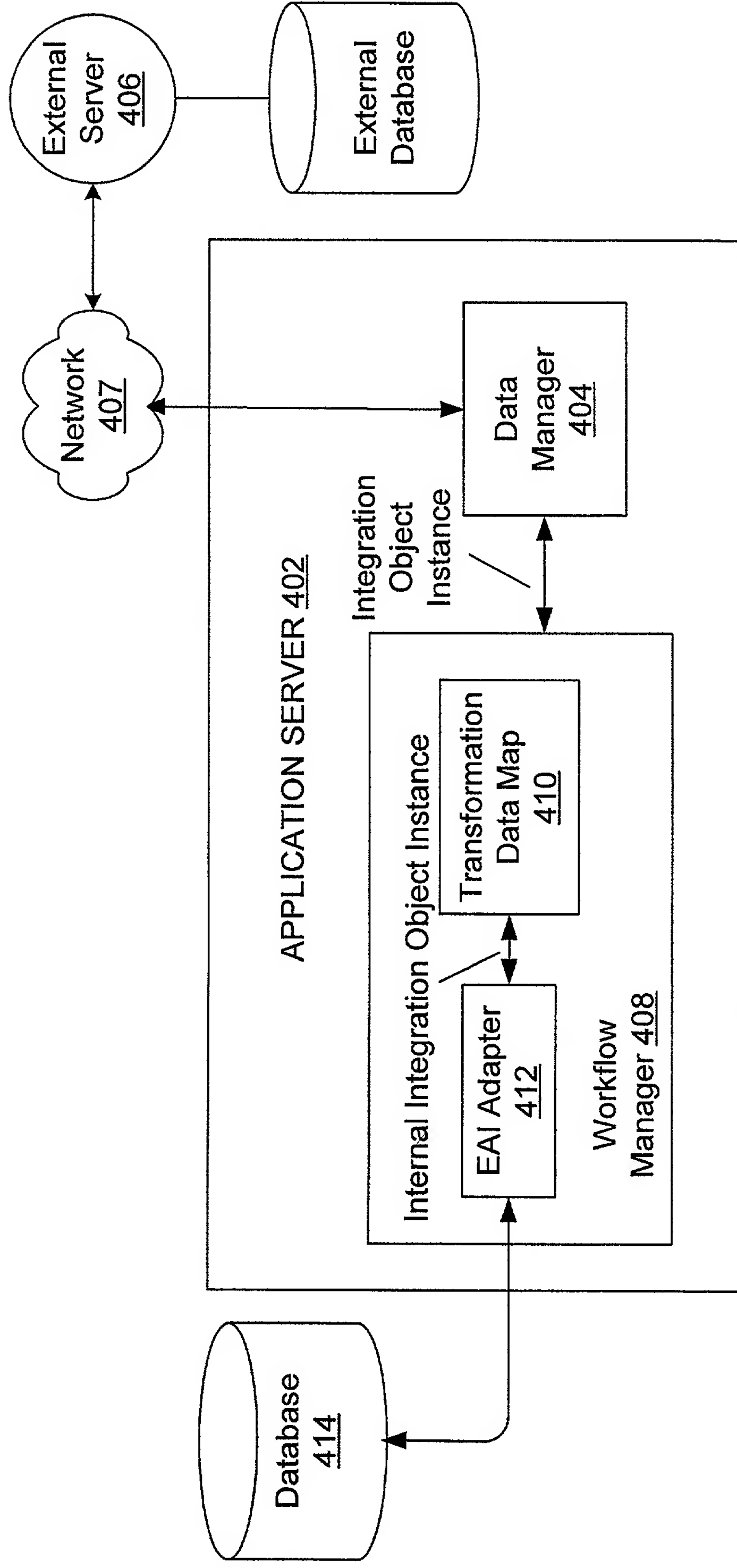


Fig. 4B

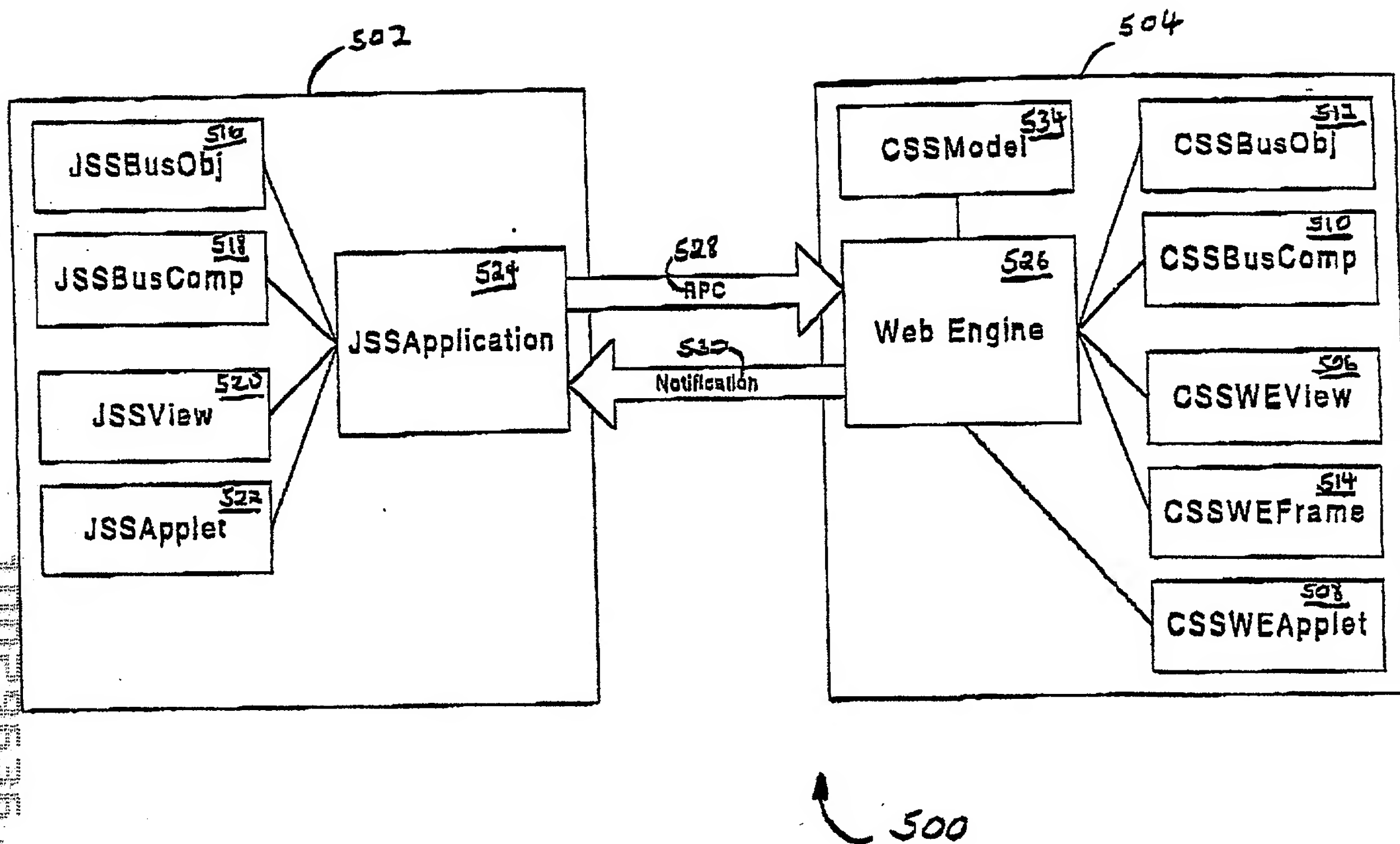


FIG. 5A

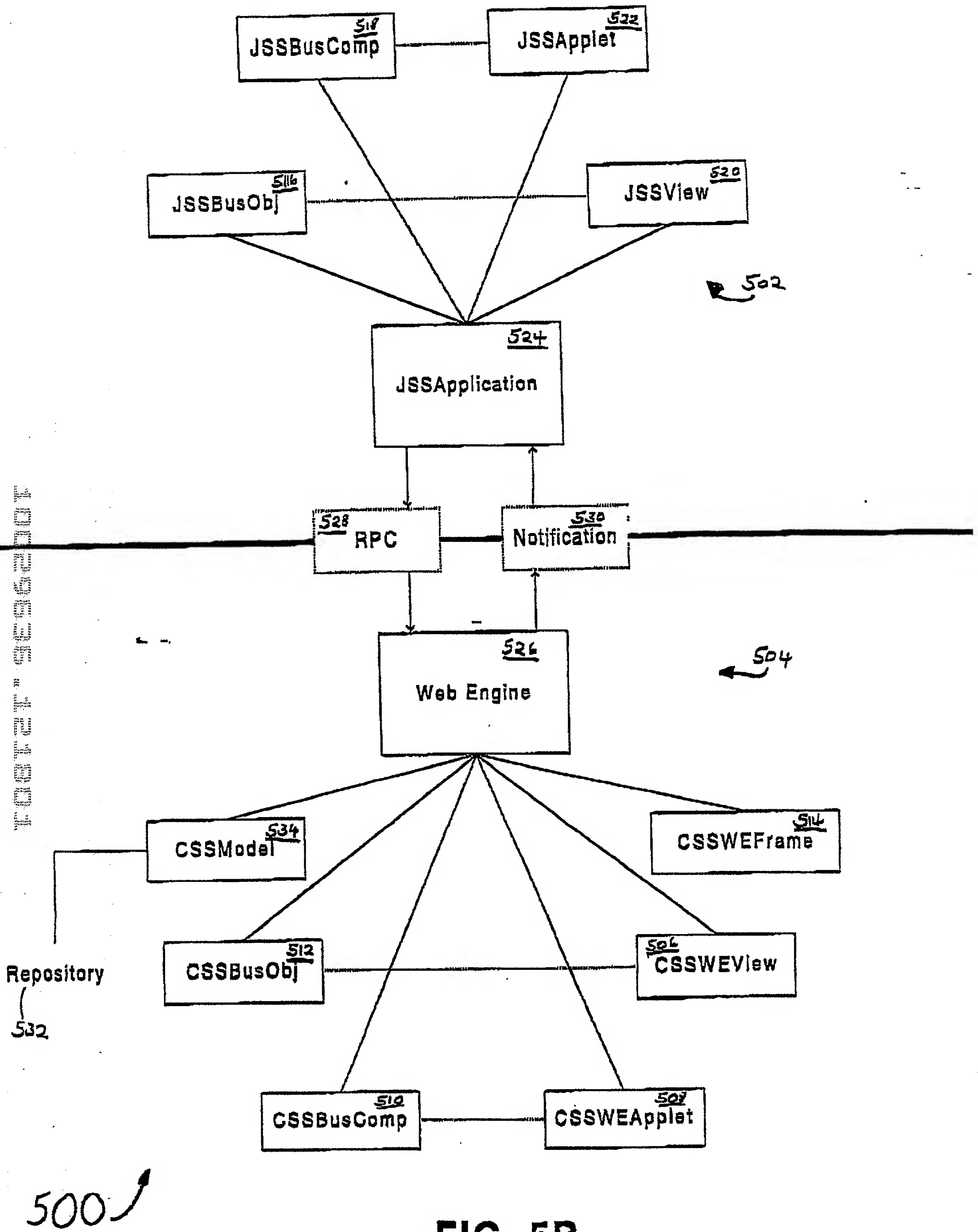


FIG. 5B

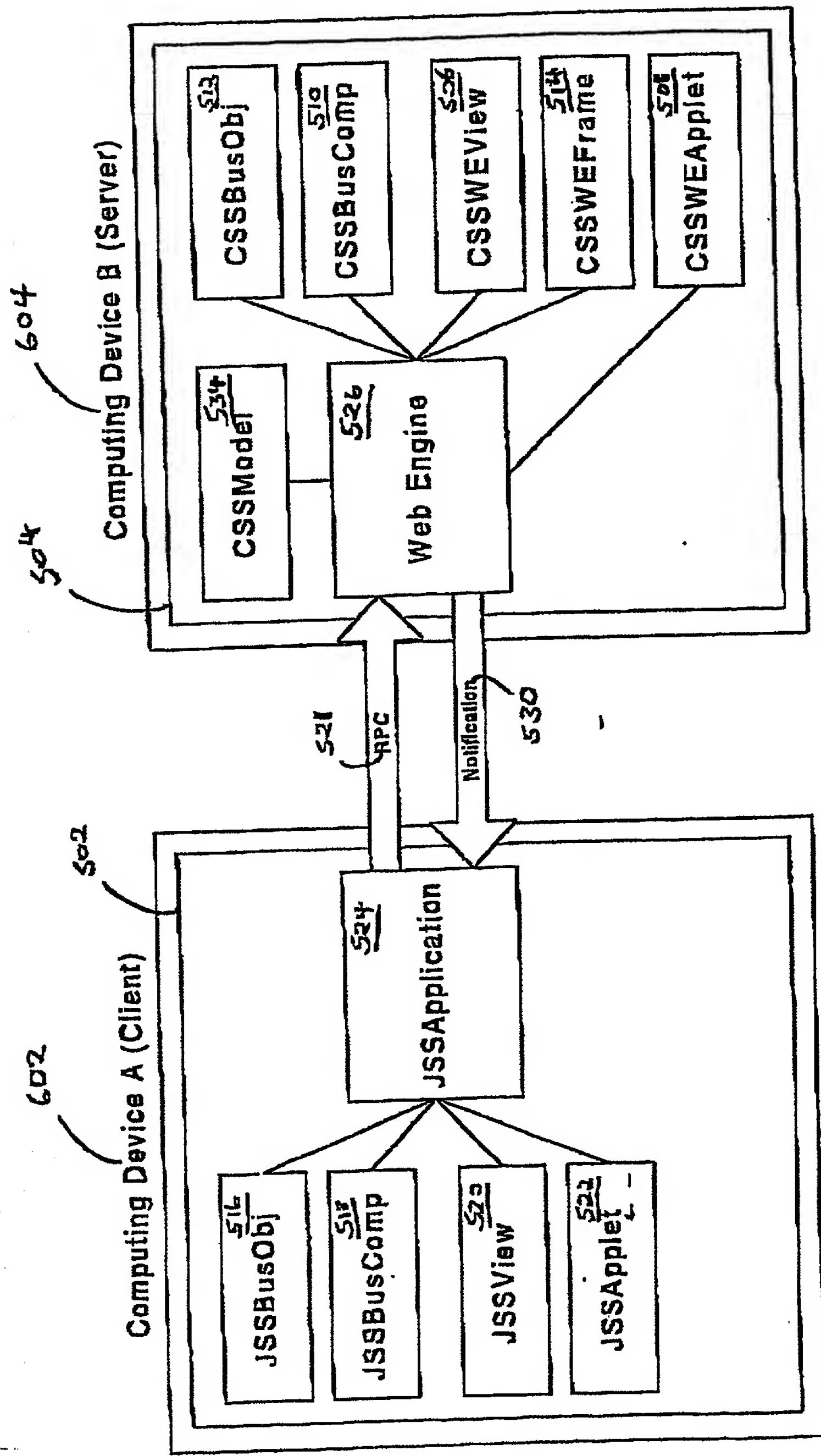
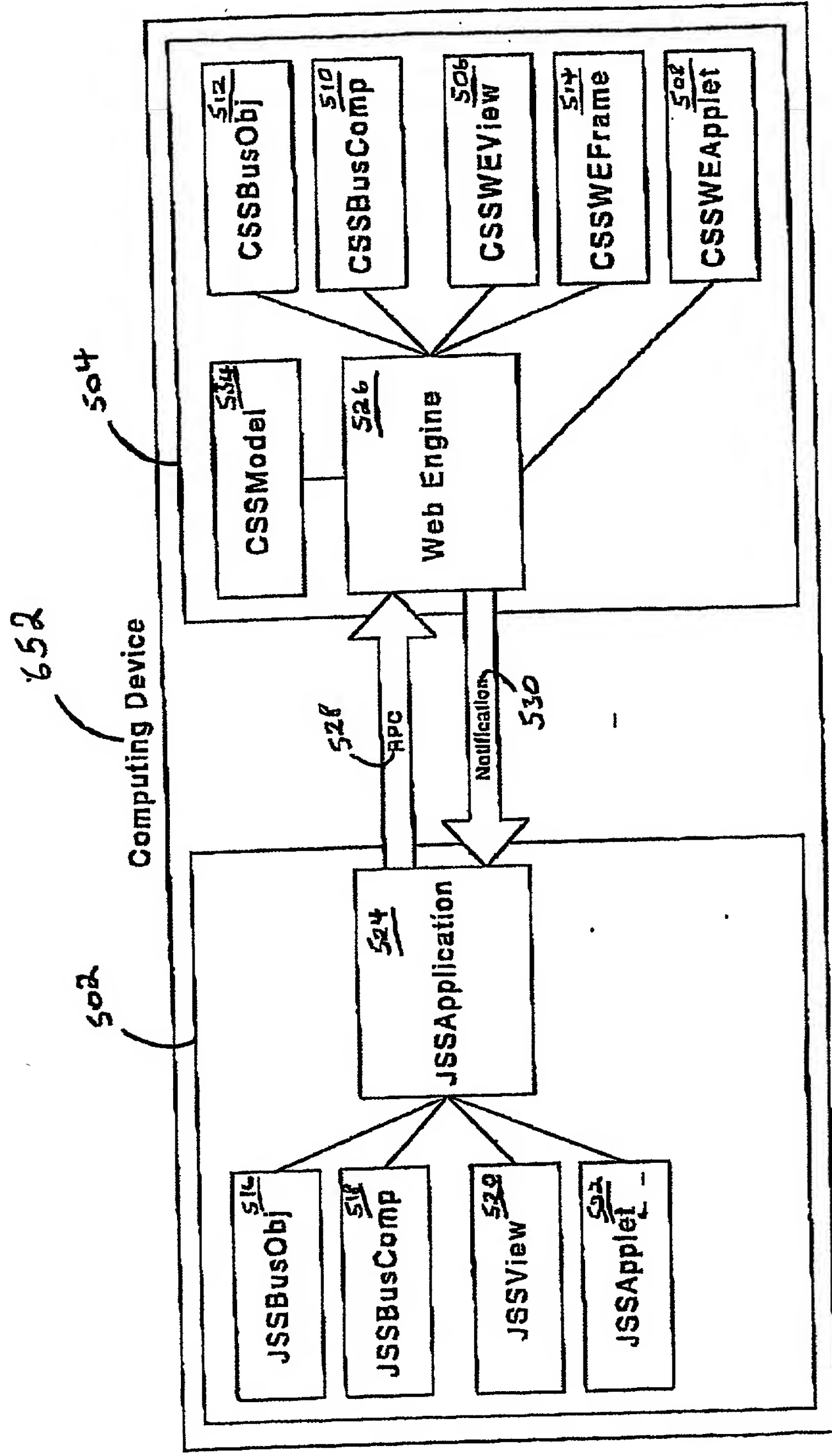


FIG. 6A



652 ↗

FIG. 6B

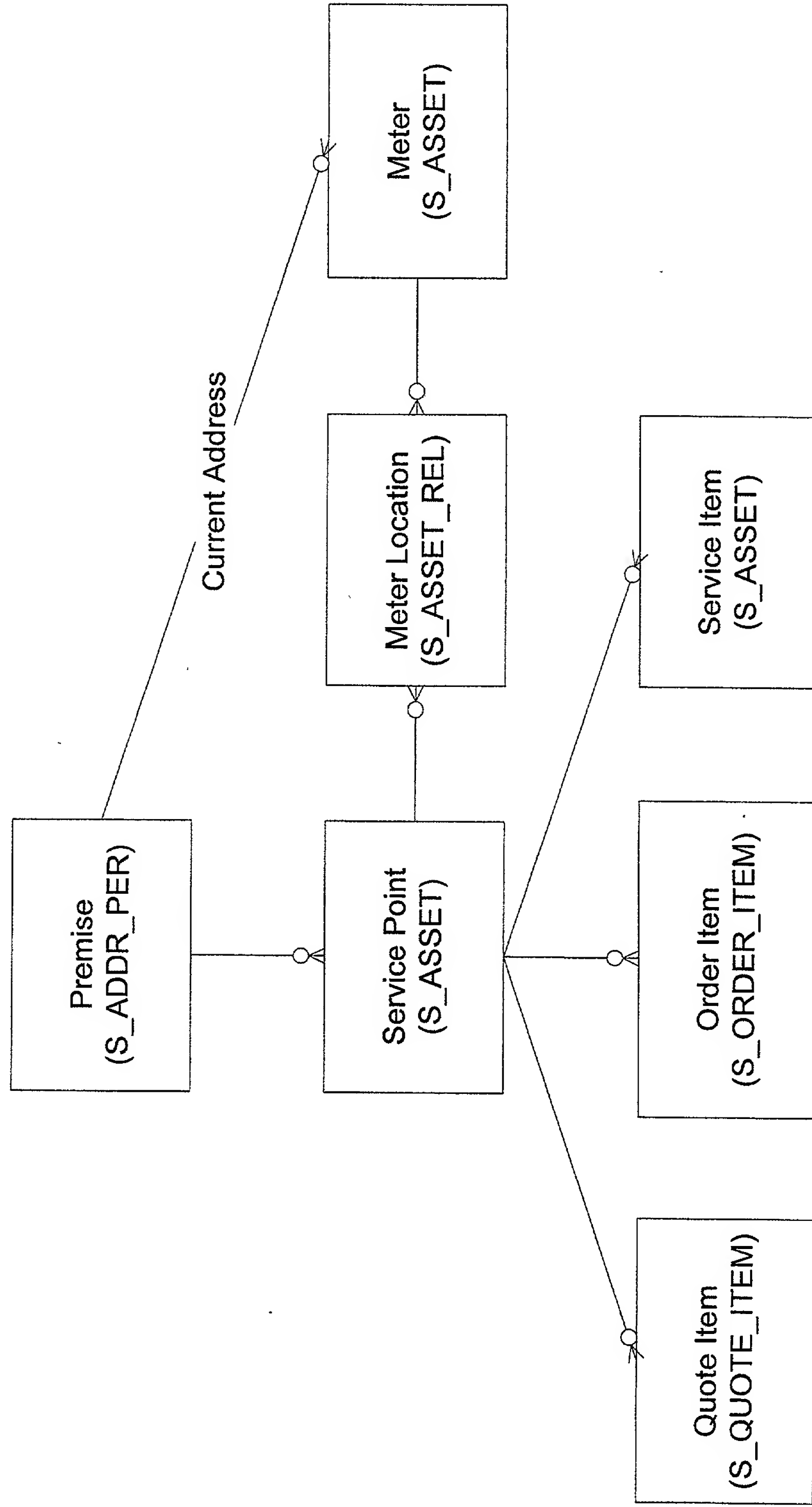


Fig. 7A

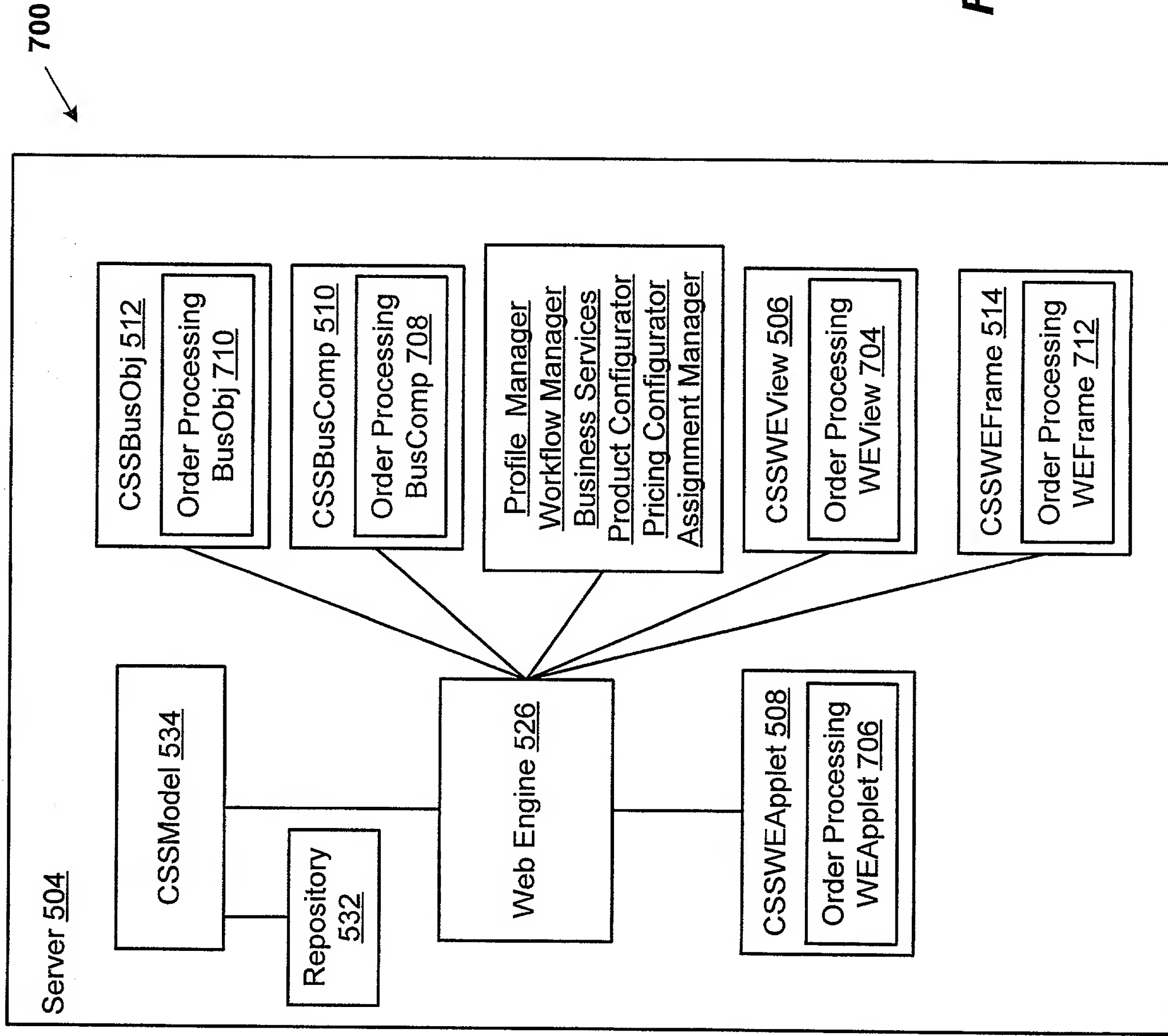


Fig. 7B

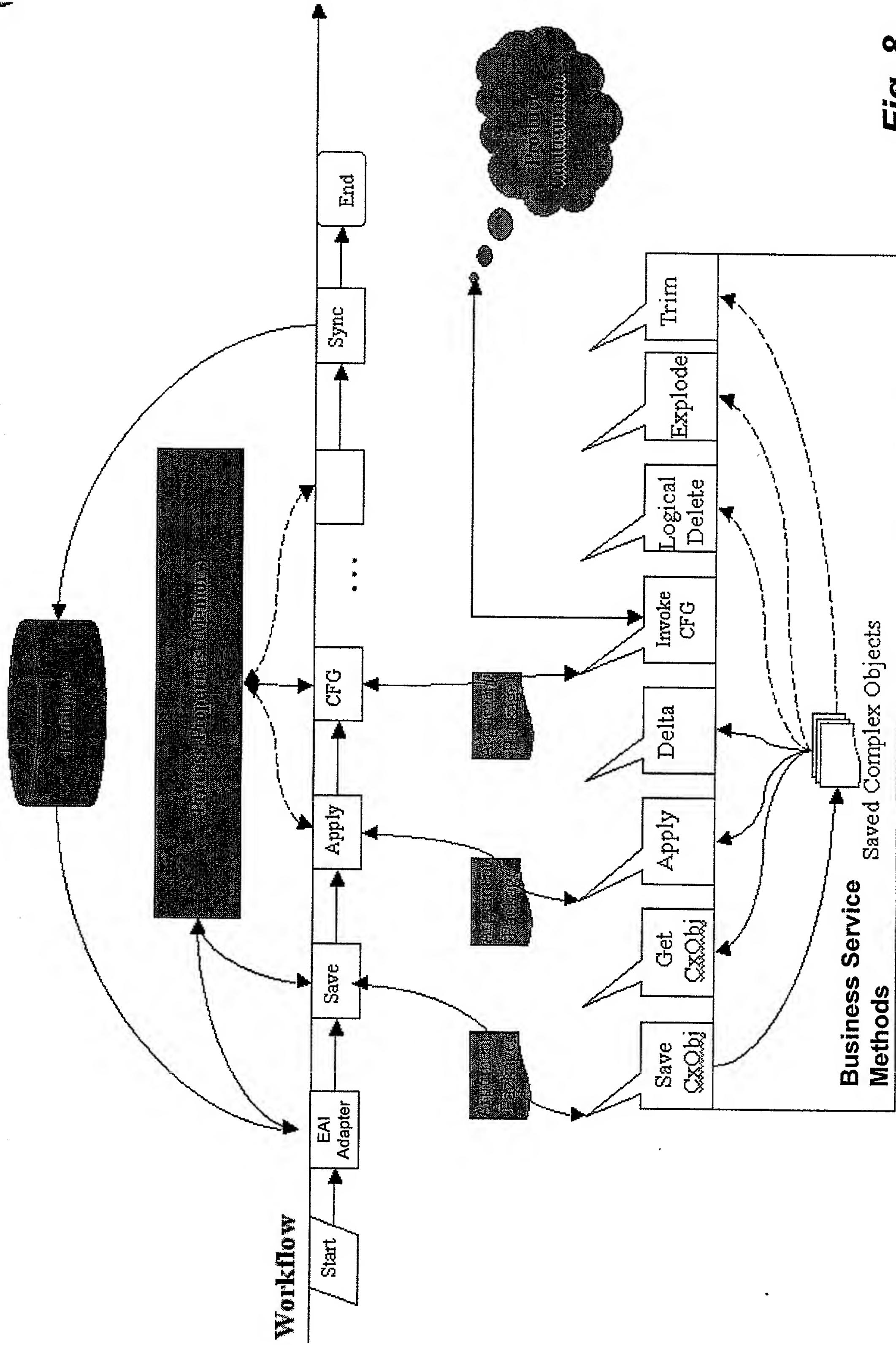


Fig. 8

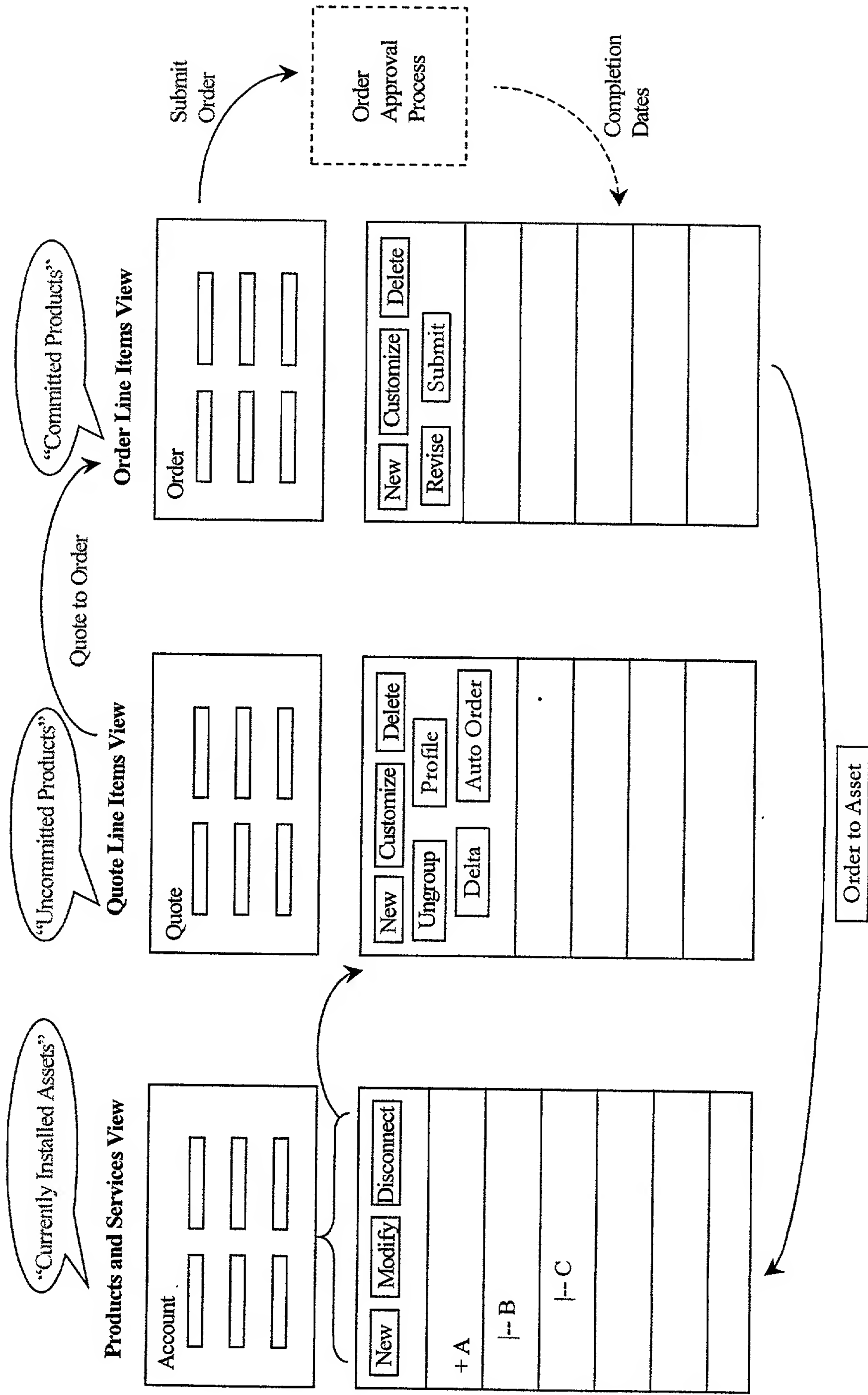


Fig. 9A

File Edit View Help

Home Accounts Premises Work Orders Trouble Tickets Service Requests Fraud Management Credit Management Agreements Contracts

Show: All Accounts Favorites: * Null Query

Account:

New	Name	Site	Parent	Main Phone #	Status	Type	Account Team	Account Class
	ABC Americas East	Move		(908) 456-8900	Active	Distributor	SADMIN	Customer
	ABC Mart #18	Montgomery		(908) 325-6701	Active	Retailer	SADMIN	Customer
<input type="checkbox"/>	ABC Mart #17	Princeton	ABC Americas East	(908) 325-6702	Active	Retailer	SADMIN	Customer
	ABC Mart #21	Pennington		(908) 325-7801	Active	Retailer	SADMIN	Customer
	ABC Mart HQ	HQ		(908) 456-8900	Active	Distributor	SADMIN	Customer
	Ace Corporation			(908) 456-8900	Active	Distributor	SADMIN	Customer
	Americas Accounts			(908) 456-8900	Active	Distributor	SADMIN	Customer

More Info Account Affiliations Account Catalogs Account D&B Reports Account Team Activities Activity Plans Address Profile Address

3 of 7

*Name: ABC Mart #17

Address Line 1: 1200 University Avenue

City: State: Country: Zip:

Site: Princeton

Address Line 2:

State: Country: Zip:

Synonyms:

Status: Active

Industry:

Account Team: SADMIN

Account Type: Retailer

Main Phone #: (908) 325-6702

Main Fax #: (908) 325-6705

*Account Class: Customer

Fig. 9B

930.

Fig. 9C

Quote:

932

Quote

New

Save

Verify

Browse Catalog

Revise

Get Advice

Log Out

Quote #

1-10MLH

Revision:

1

*Name:

1-10MLH

Active:

☒

Comments:

Opportunity:

*Status:

Order Placed

Price List:

Application List Prices - eBusiness...

Discount:

Agreement Name:

Organization:

Default Organization

Account:

Marriott International

Last Name:

Delton

First Name:

Mike

*Currency:

USD

Service Account:

Marriott International

Billing Account:

Marriott International

Site:

HQ

*Sales Rep:

SADMIN

Effective:

8/3/2001

Through:

9/2/2001

*Created:

8/3/2001

Due:

934

More Info									
Agreements		Attachments		Bill To Ship To		Line Items		Line Item (SNP)	
Orders		Terms & Totals		Chants					
New		Save		Reprint		Reprint All		Customer	
Renumber		Profile		Ungroup					
1-4									
Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action
1	10	California Wireless	150.00	150.00	1500.00	Each		1248HJ039	Add

Fig. 9D-1

More Info

Agreements

Attachments

Bill To Ship To

Line Items

Line Item (SAP)

Orders

Terms & Totals

Charts

New

Save

Reprice

Reprice All

Delta Quote

Customize

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action
1	10	California Wireless G	150.00	150.00	1500.00	Each		12-48HDJ39	-
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete

Totals Line Detail Attributes

Save

1 of 7+

Item Total MRC:

30.00

Total Item Discount MRC:

10.00

Net Total MRC:

20.00

Adjustment MRC:

0

Item Total MRC:

150.00

Total Item Discount MRC:

100.00

Net Total MRC:

50.00

Adjustment MRC:

0

Comments:

Description of pricing, discounts and adjustments for both MRC and NRC.

Fig. 9D-2

More Info | Agreements | Attachments | Bill To Ship To | Line Items | Line Item (SAP) | Orders | Terms & Totals | Charts

(New) (Save) (Reprice) (Reprice All) (Data Quote) (Customize) (Renumber) (Profile) (Ungroup)

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action
1	10	California Wireless 600	150.00	150.00	1500.00	Each		12-48HJDJ39	
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete

Totals | Line Item Detail | Attributes

(New) (Save) (Reprice) (Reprice All) (Data Quote) (Customize) (Renumber) (Profile) (Ungroup)

1 of 5

Product: California Wireless 600

Service ID:

Service Point ID:

Action: Add

Package:

Service: ☒

Service Asset #:

Service Account: A.K. Parker (Service)

Billing Account: A.K. Parker (Billing)

Agreement Name: Test Agreement

*Qty: 10

Write-In Product:

Attributes:

Covered Product:

Start Price: 89.99

Disc %: 10

Disc Amount:

Disc Price:

Keep Discount: ☐

Current Discount:

Next Discount:

Net Disc %: 10

UoM:

Comment:

Pricing Co:

Product:

Part #:

Upsell:

Fig. 9D-3

More Info

Agreements

Attachments

Bill To Ship To

Line Items

Line Item (SAP)

Orders

Terms & Totals

Charts

New

Save

Unprice

Reprice All

Delta Code

Customize

1 - 4 of 4

Sequence	Qty	Item	Start Price	Net Price	Extended Price	Unit	Service ID	Service Point ID	Action	Service Account	Billing Account	Agreement Name
1	10	Call Waiting	150.00	150.00	150.00	Each		12-48H-D39		A.K. Parker (Service A.K. Parker (Billing)	A.K. Parker (Billing)	Test Agreement
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update	A.K. Parker (Service A.K. Parker (Billing)	A.K. Parker (Billing)	Test Agreement
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add	A.K. Parker (Service A.K. Parker (Billing)	A.K. Parker (Billing)	Test Agreement
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete	A.K. Parker (Service A.K. Parker (Billing)	A.K. Parker (Billing)	Test Agreement

Totals

Line Item Detail

Attributes

Save

1 - 2 of 2

Attribute Name	Data Type	Value	Description	Action
No. Of Rings	Number	6	Number of rings before call is forwarded	Update
Forwarding No.	Text	(650) 278-3632	Number to forward call to	-

Fig. 9D-4

938

Sales Order

Order #: 36-14791176

Type: Sales Order

Priority: Medium

Status: Open

Person: 1

Account: A.K. Parker

Site: Santa Clara

Last Name: Opperman

First Name: Giles

Service Account: A.K. Parker (Service)

Billing Account: A.K. Parker (Billing)

Description: Description to the Sales Order.

Team: KLAKSHMI

Organization: Default Organization

Currency: USD

Opportunity: Service Warranties for Pe

Quote #: 10-3V6RF

SR #: 38-J637WEBX

Agreement Name: Test Agreement

1 of 7+

Save Revise Submit

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Status	Action	Service Account	Billing Account	Ag
1	1	Monthly Base	50.00	50.00	50.00	Each		Pending Update		A.K. Parker (Service)	A.K. Parker (Billing)	Test

1 of 1

Info Home Payments Attachments Status Back Office (Oracle) ERP Home ERP S24 Back Office (Oracle) ERP Home

New Save Cancel Print All Estimated Qty Added

Fig. 9E

New Products and Services

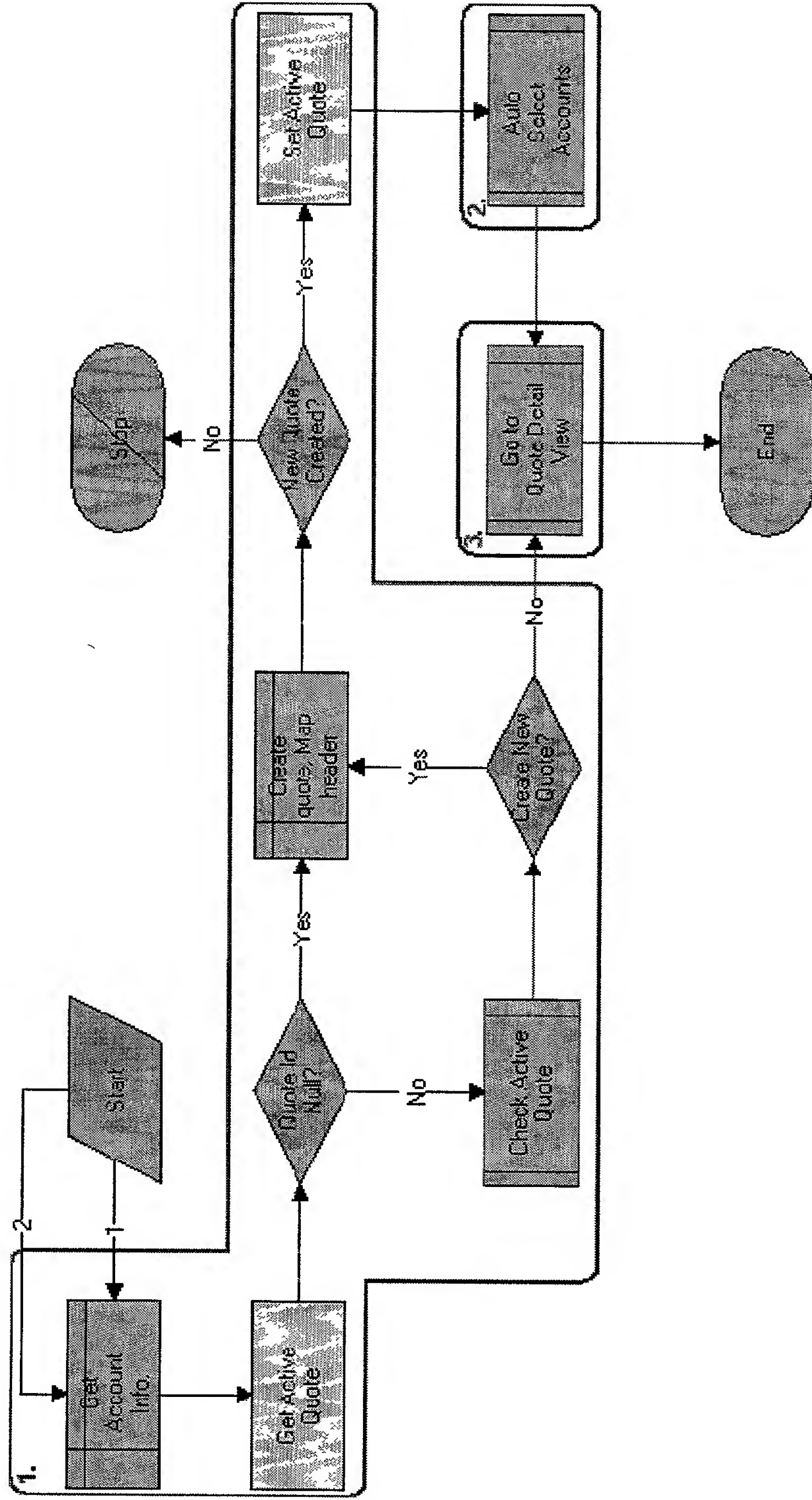


Fig. 10A

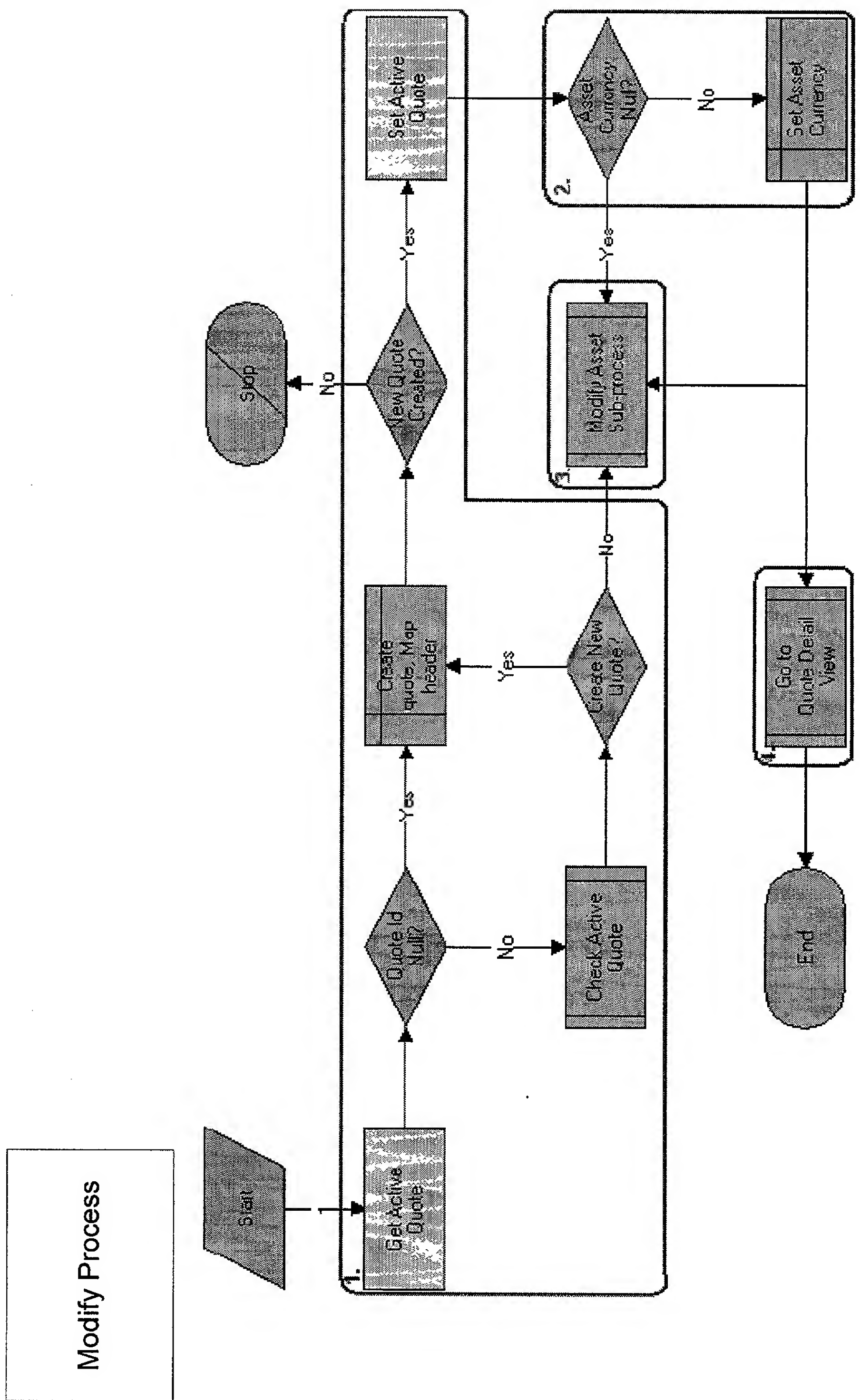


Fig. 10B-1

Modify Asset
Sub-process

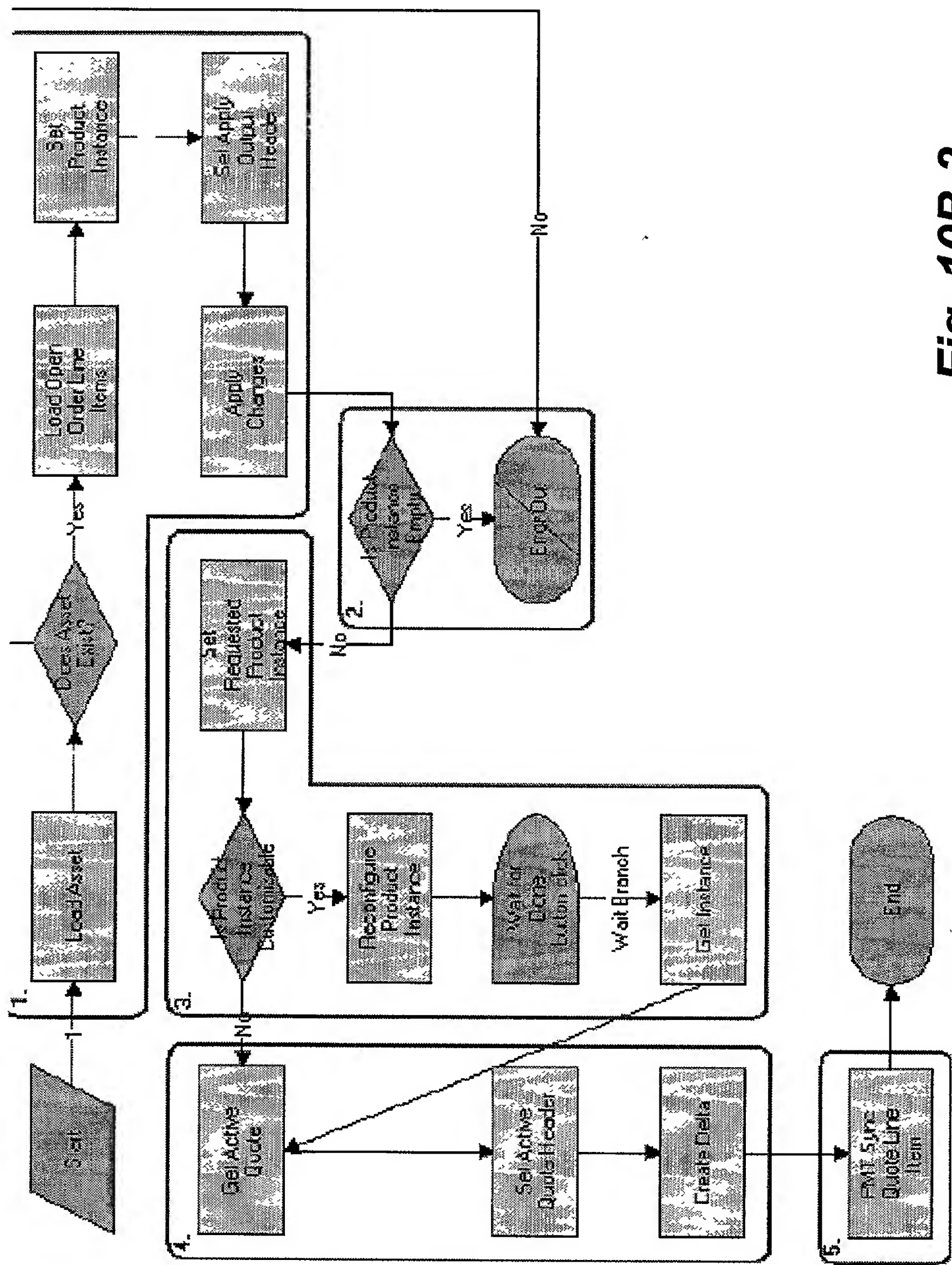


Fig. 10B-2

Disconnect
Process

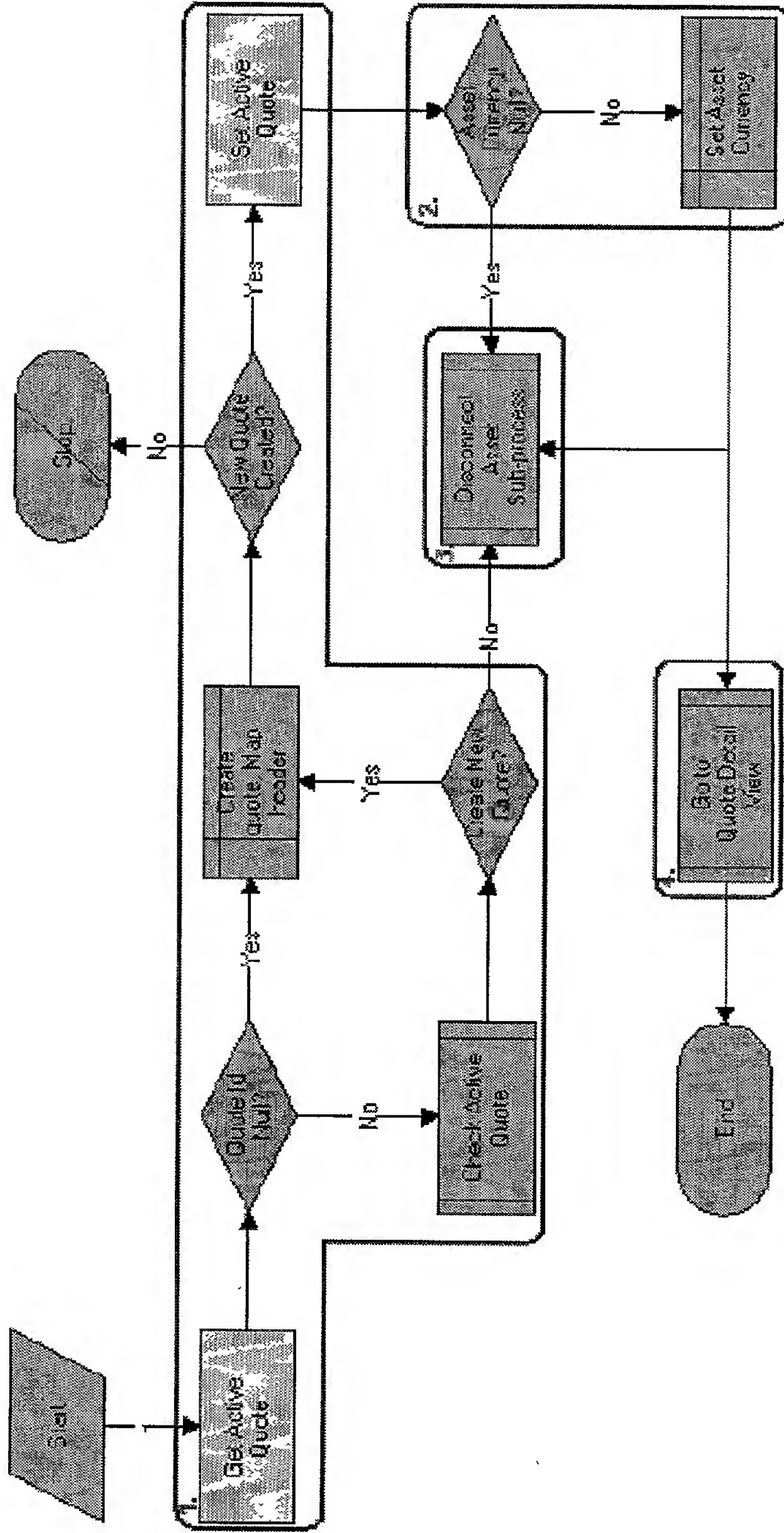


Fig. 10C-1

Disconnect Asset
Sub-Process

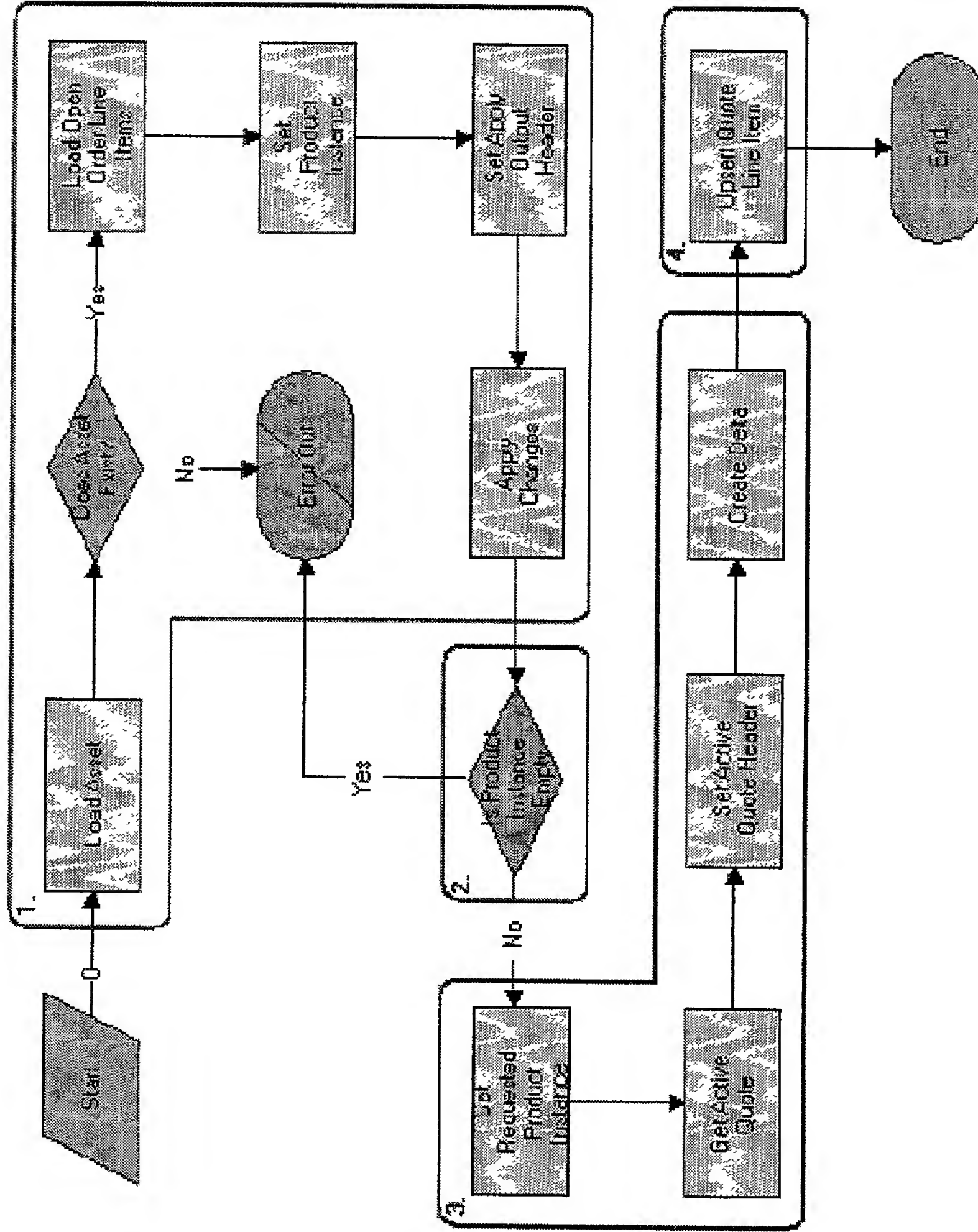


Fig. 10C-2

Profile Process

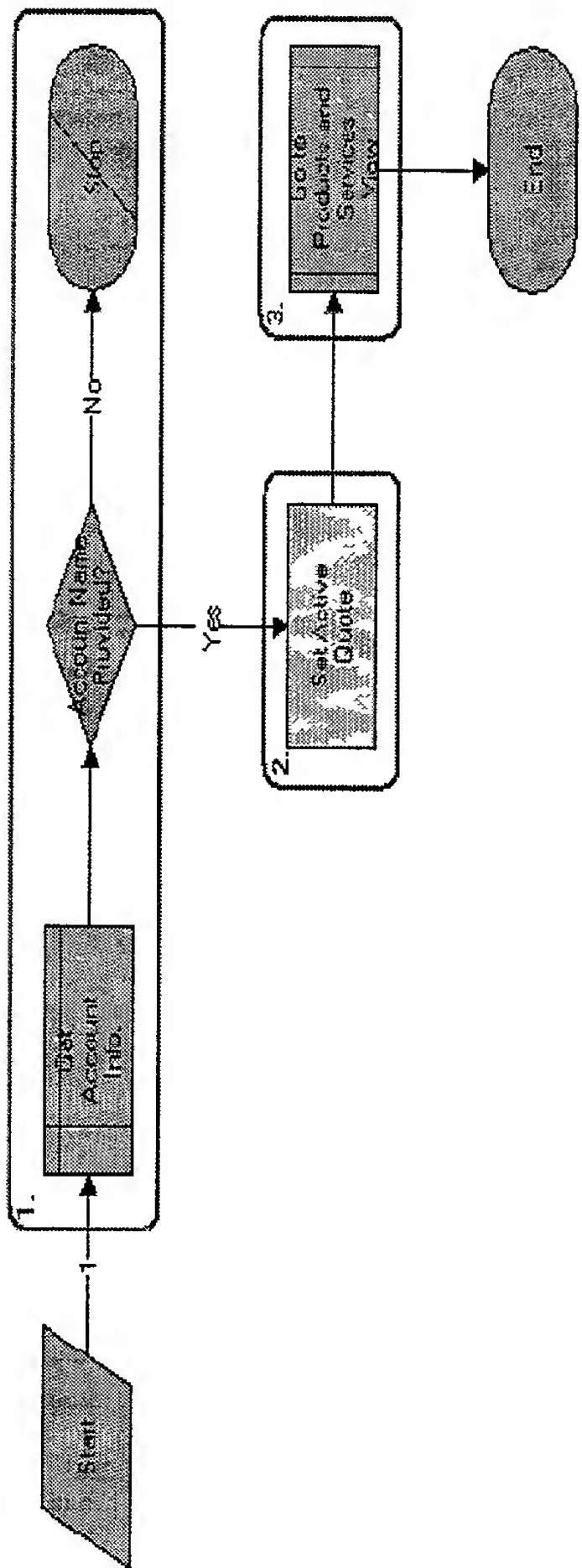


Fig. 10D

Edit Quote Line Item Process

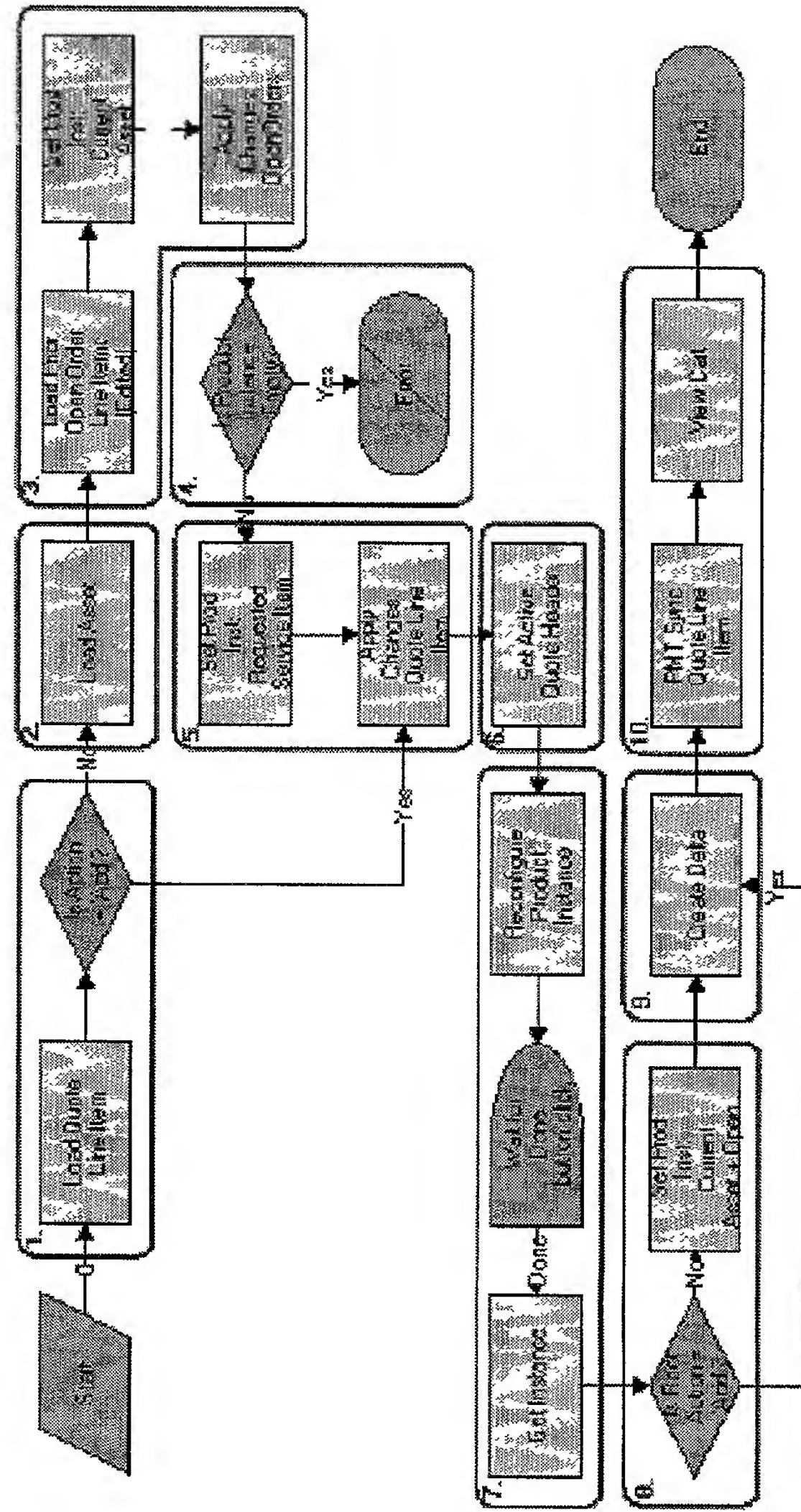


Fig. 10E

Supplemental
Order Process

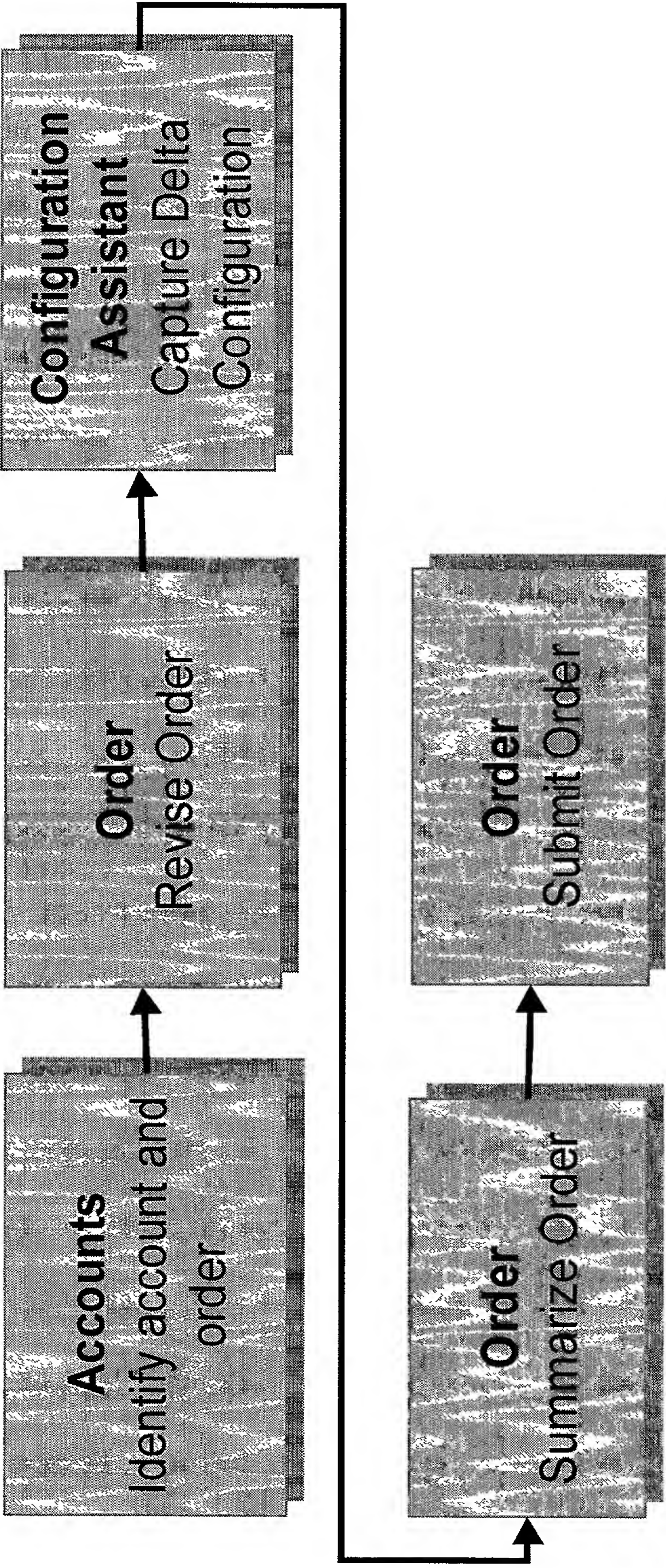


Fig. 10F

Edit Order Line Item Process

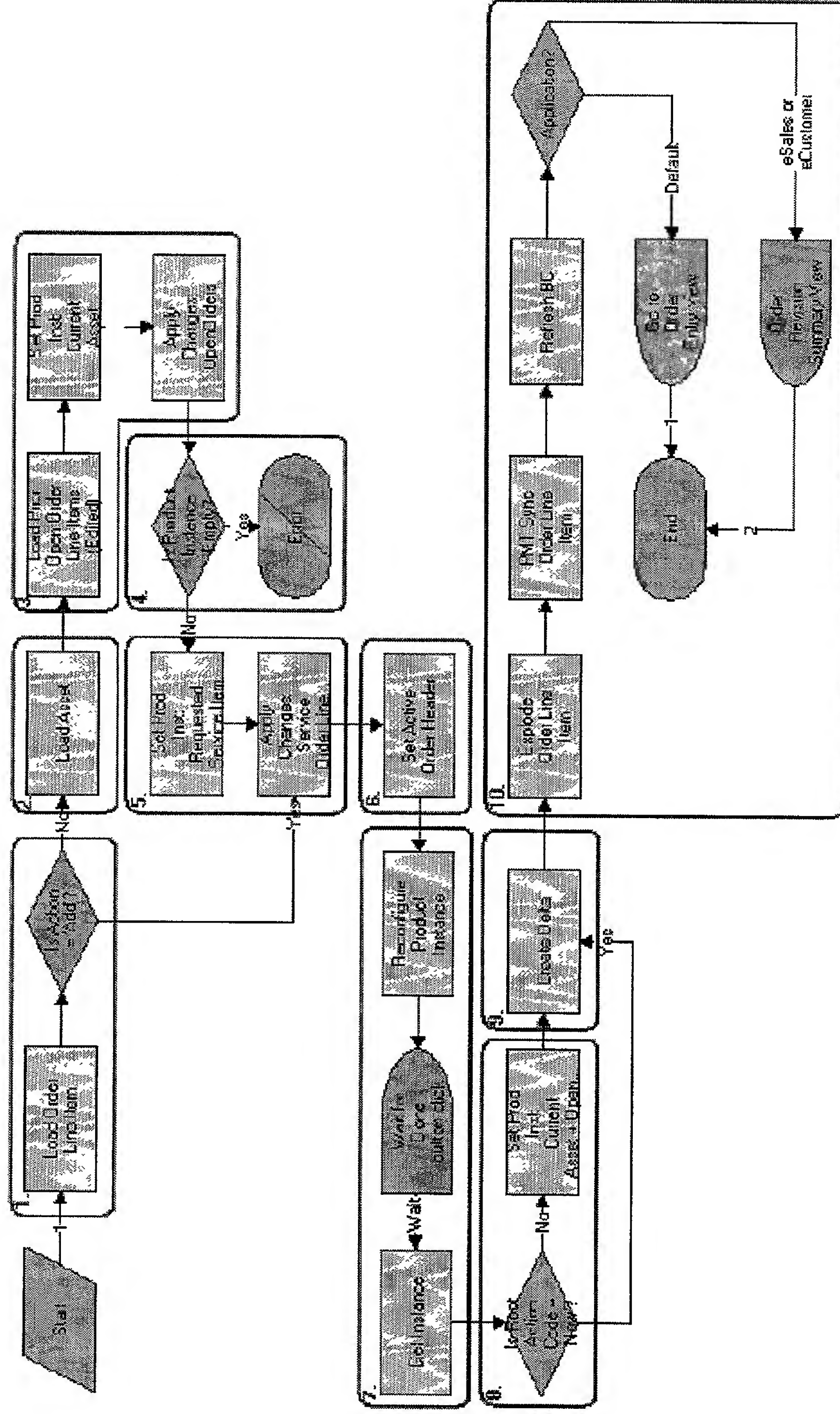


Fig. 10G

Quote to Order
Process

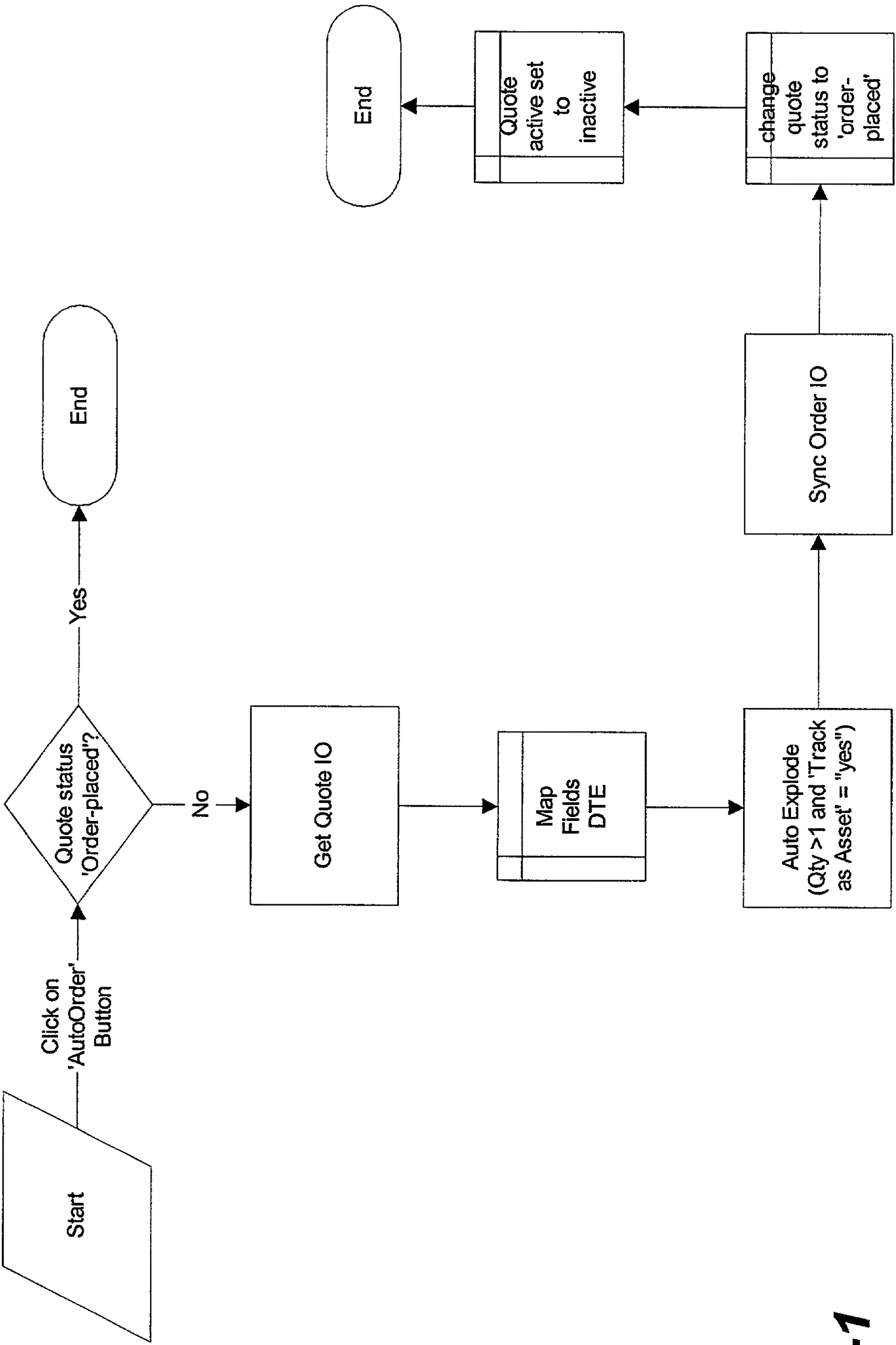


Fig. 10H-1

CONFIDENTIAL

Update
Opportunity
Process

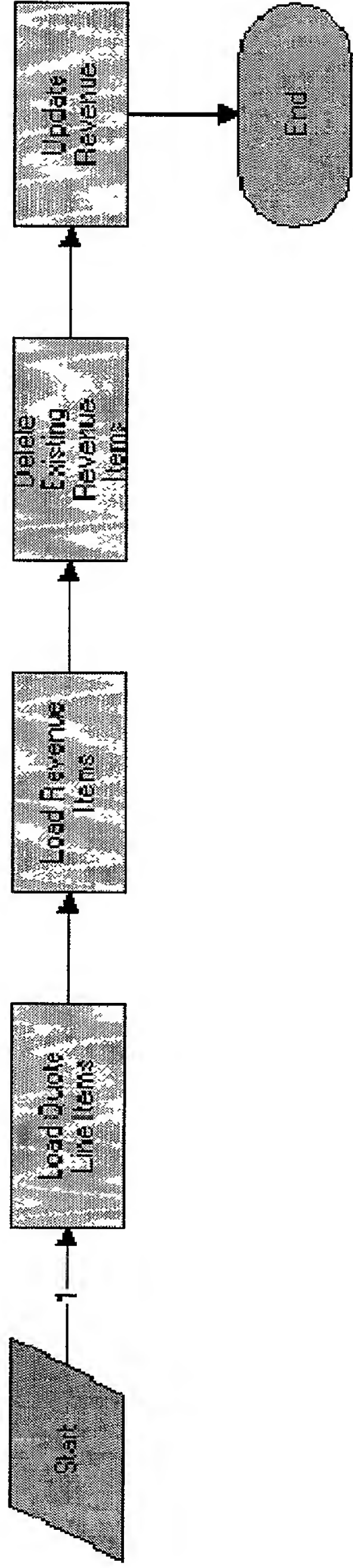


FIG. 101

Submit Order
Process

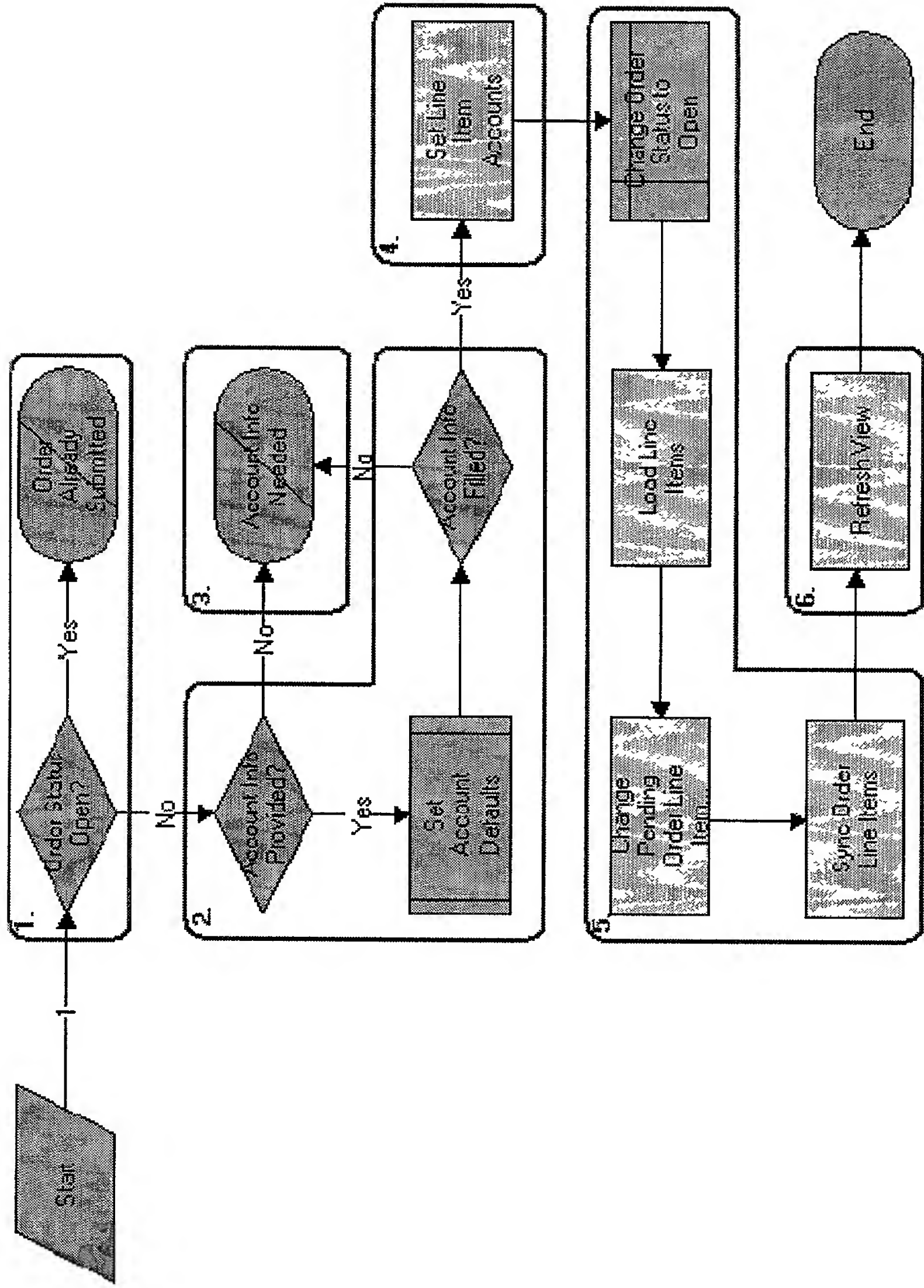


Fig. 10J

Ungroup Process

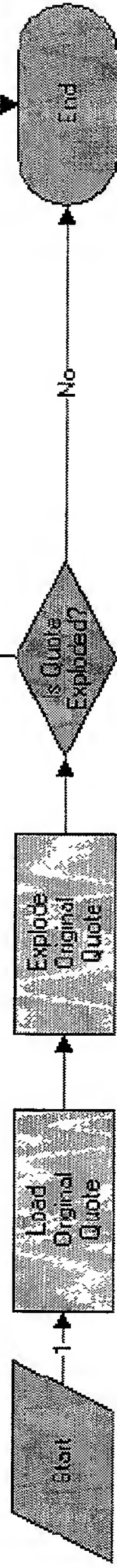


Fig. 10K

APPLY Completed
Service Order Line
Item Process

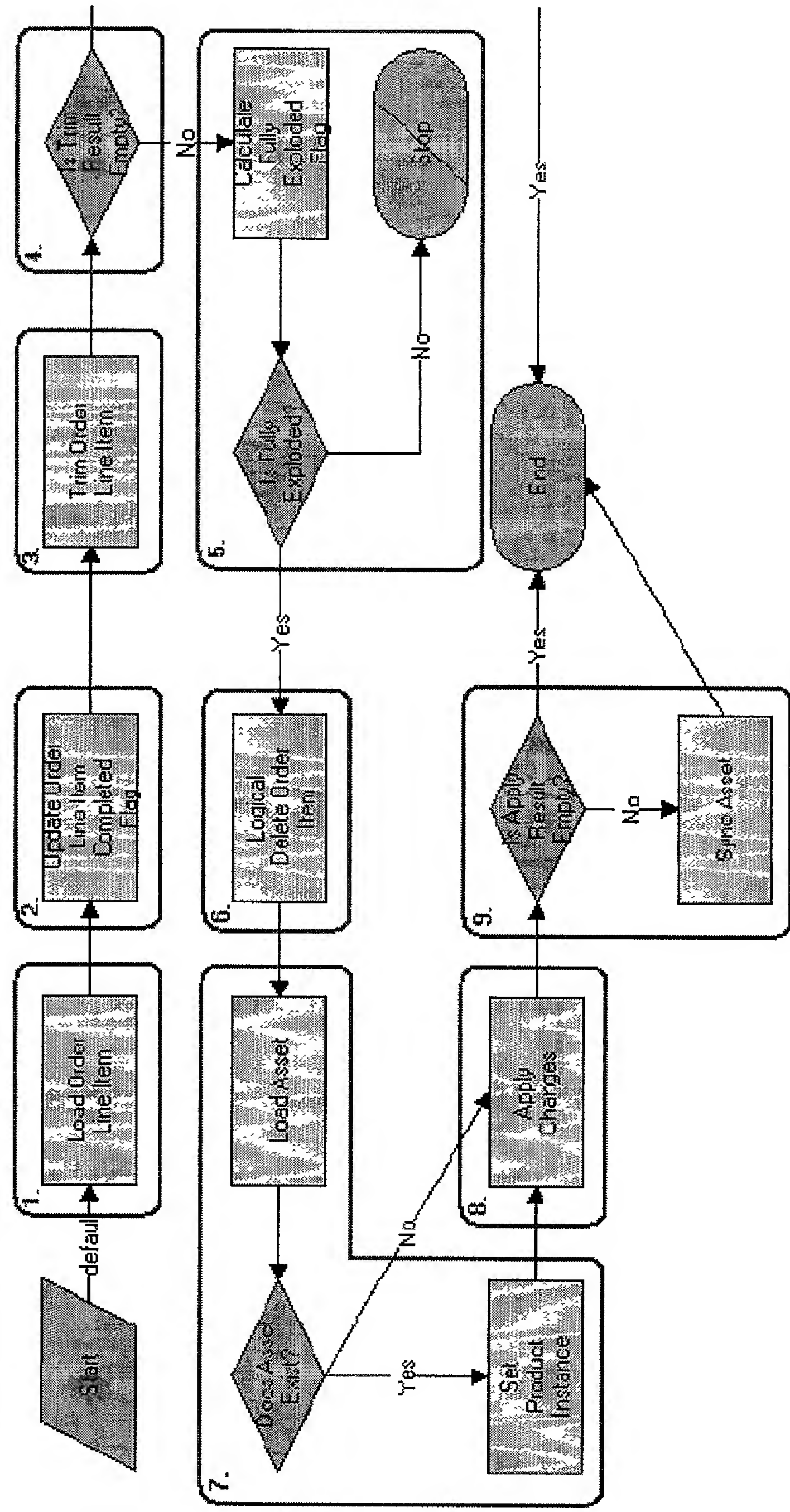


Fig. 10L

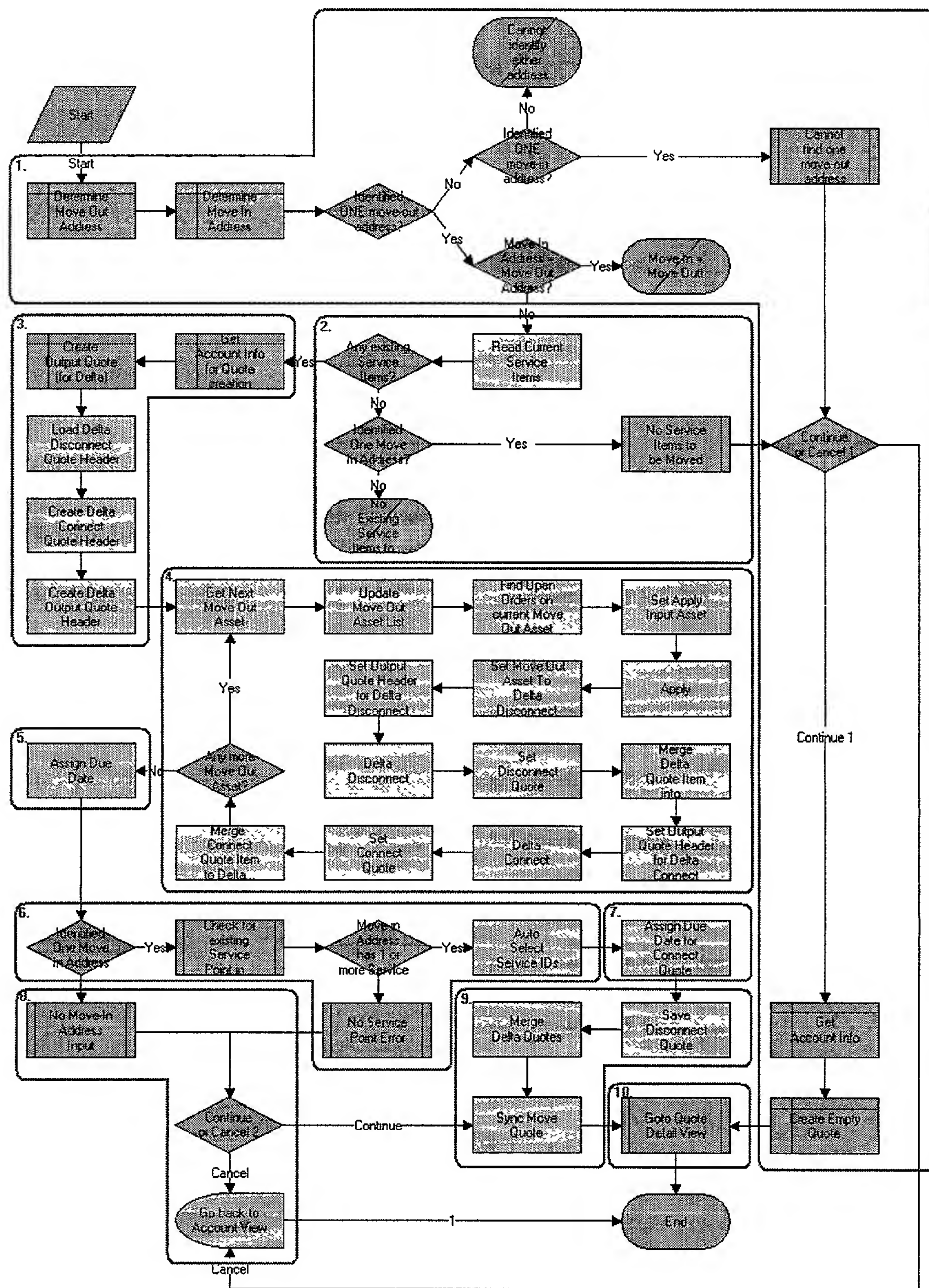


FIG. 10M

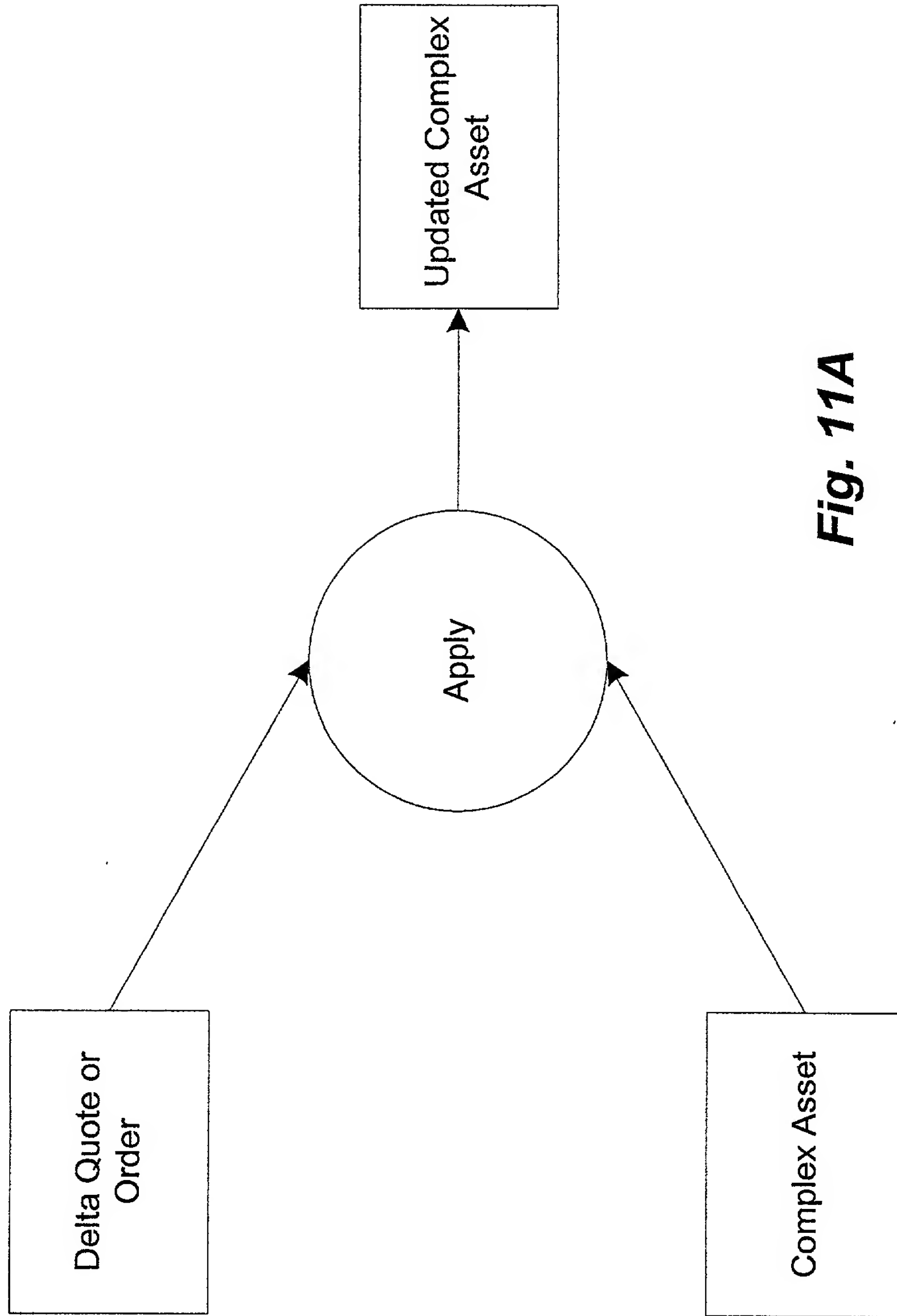


Fig. 11A

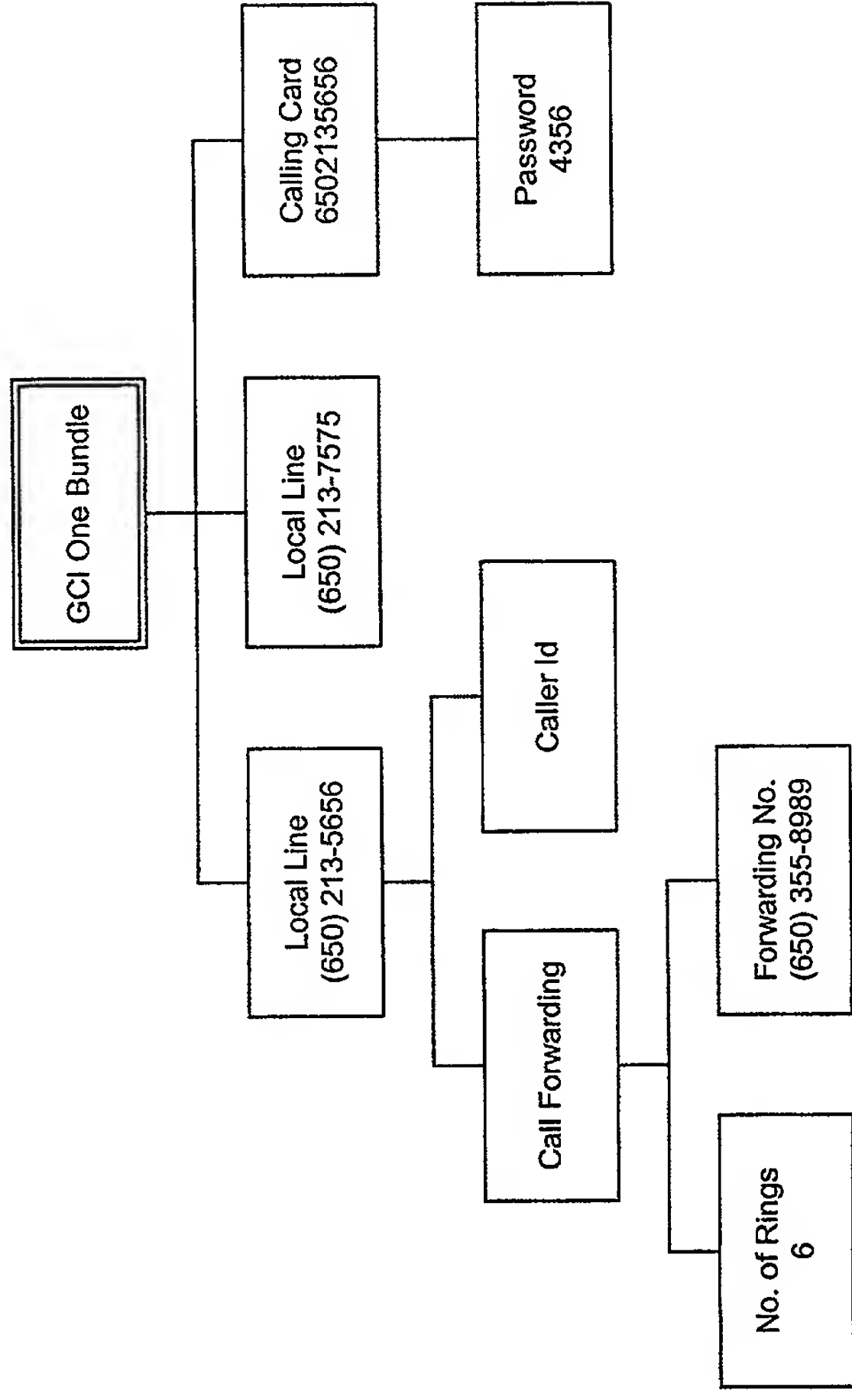


Fig. 11B-1

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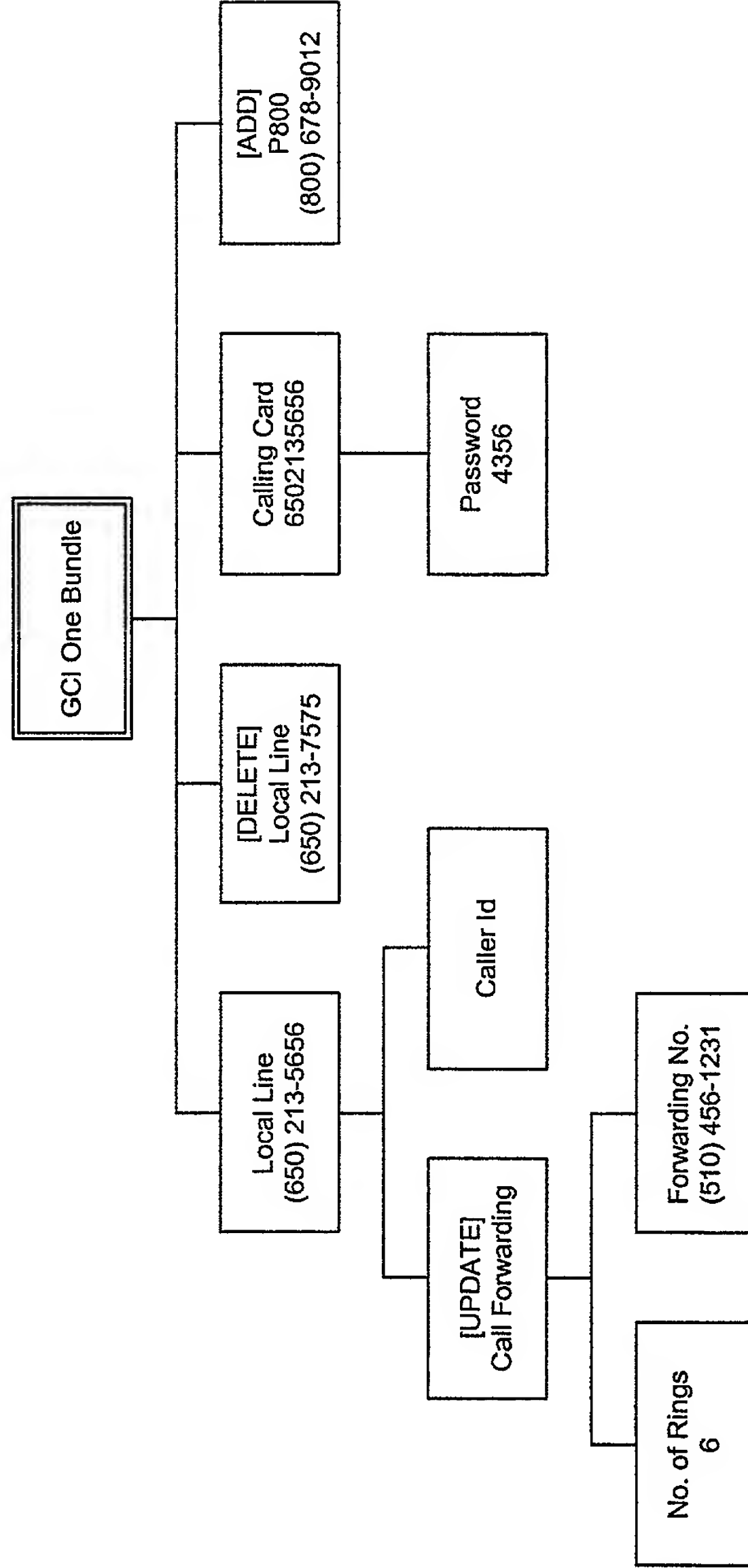


Fig. 11B-2

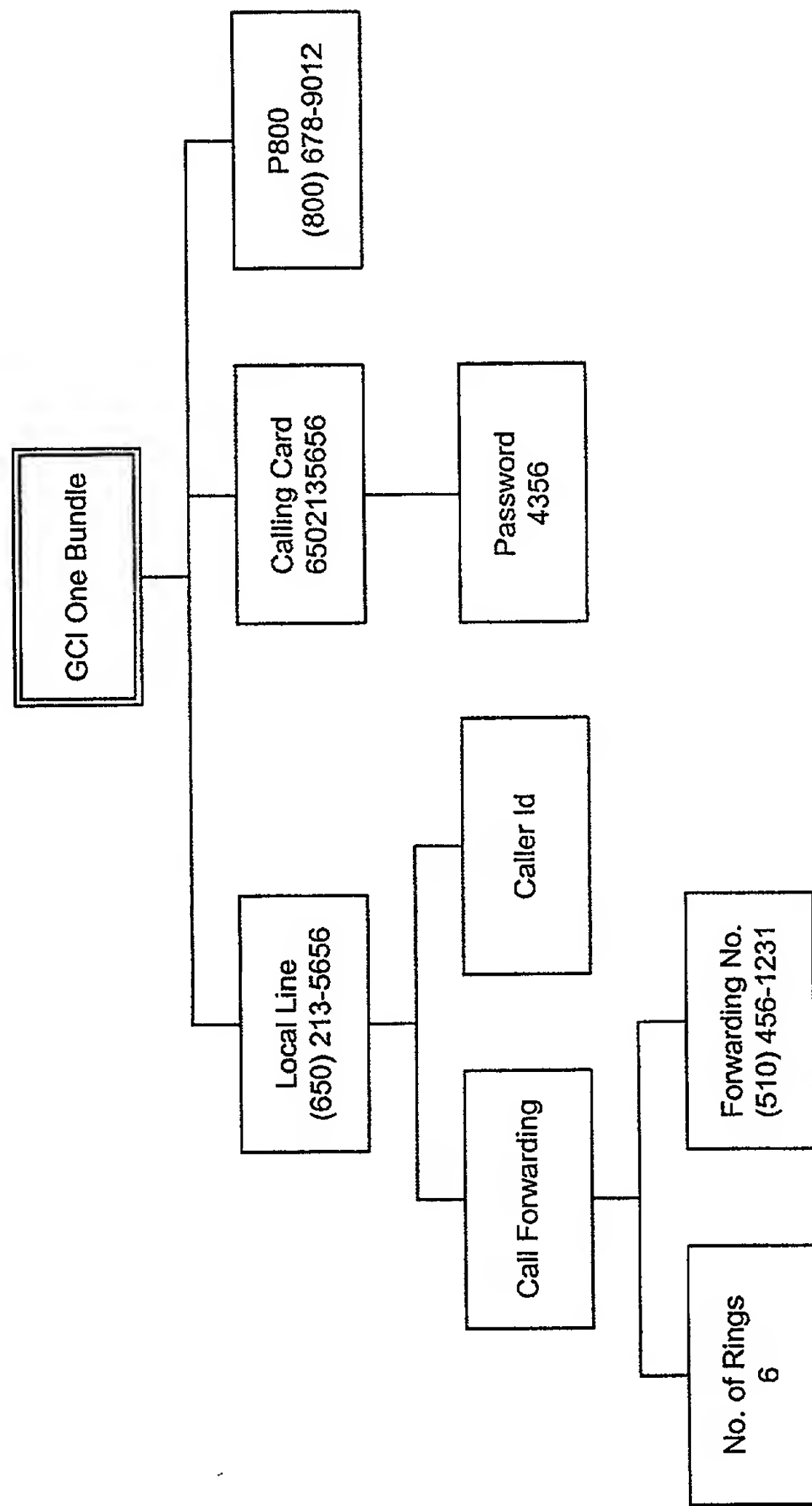


Fig. 11B-3

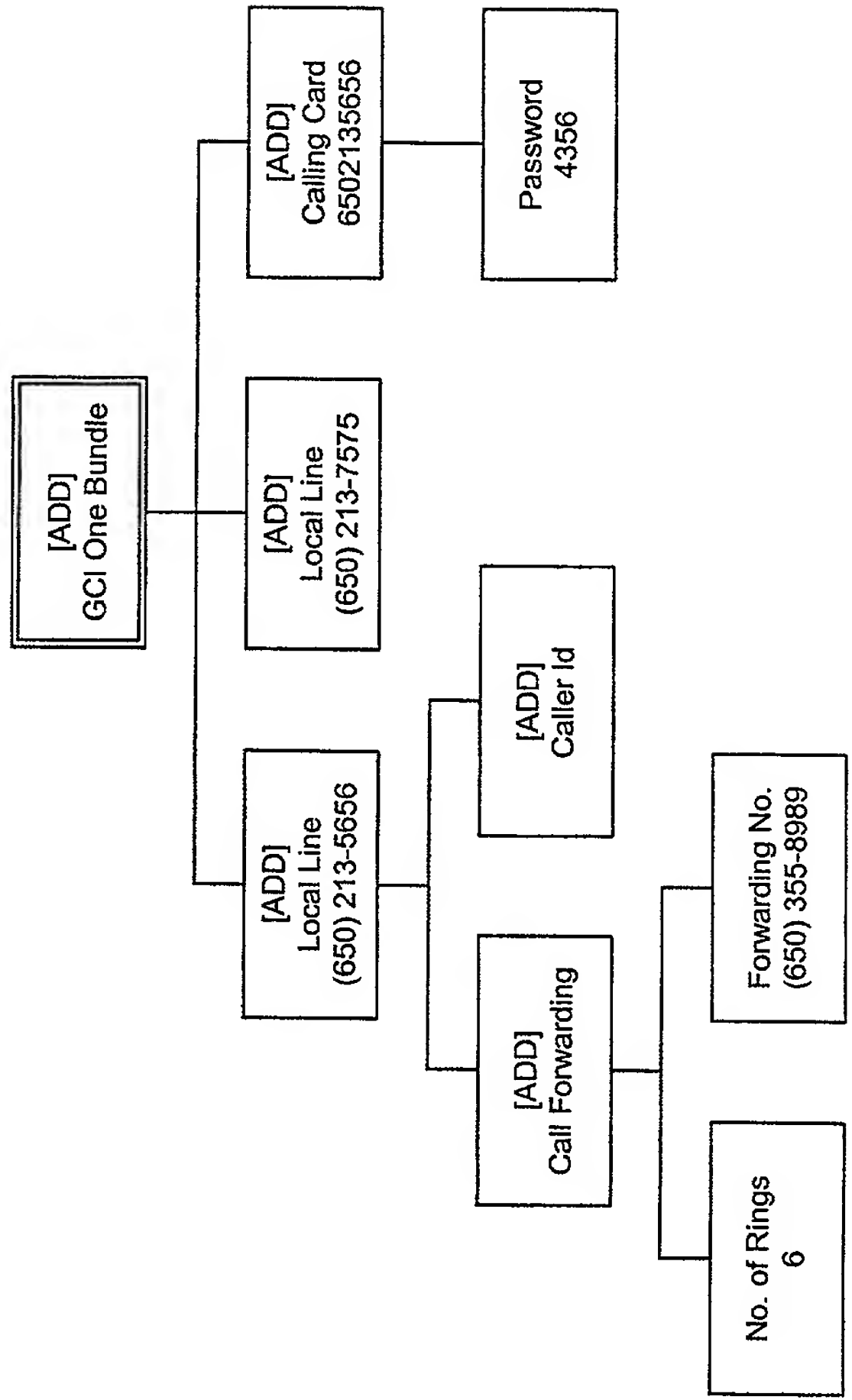


Fig. 11C-1

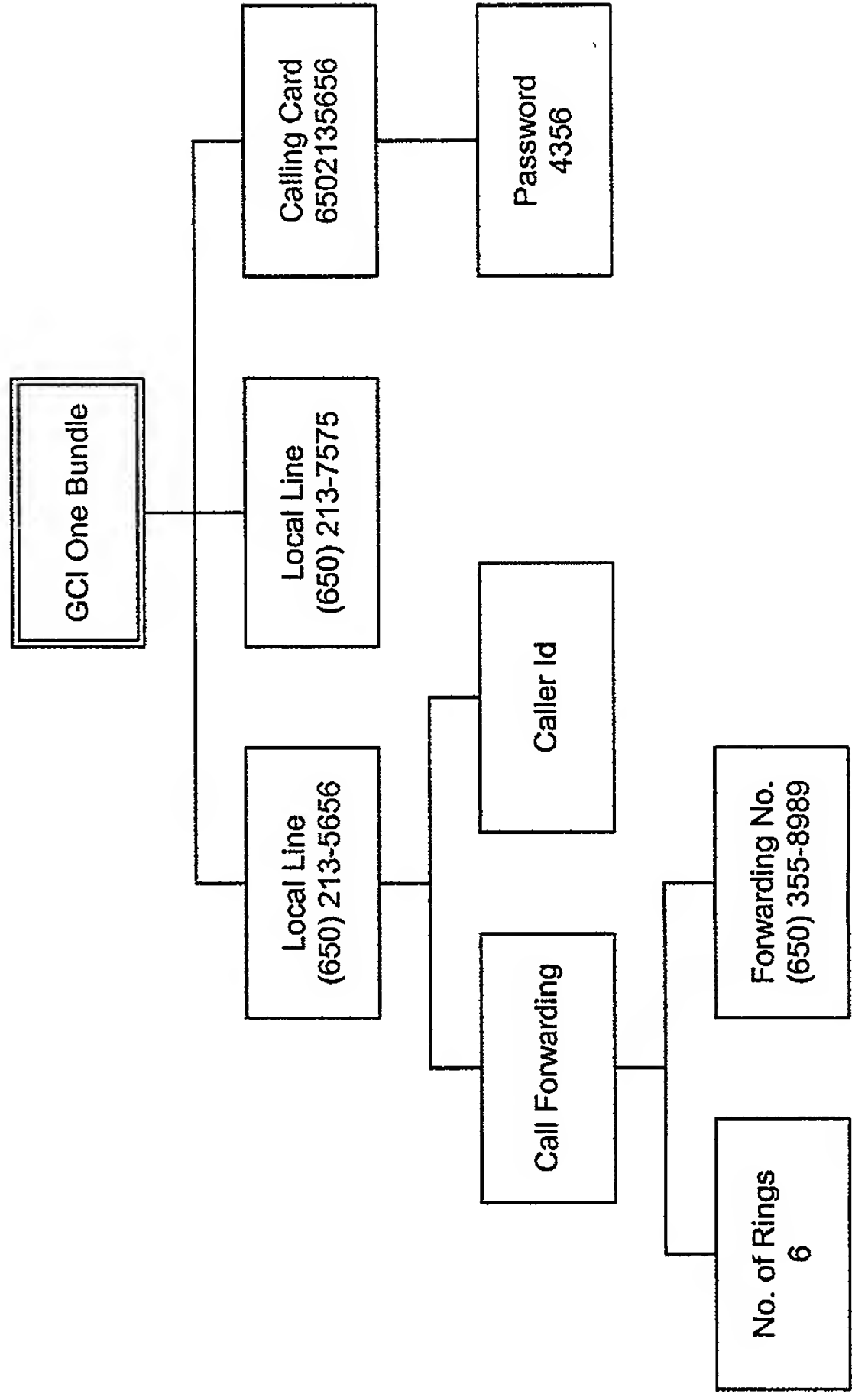


Fig. 11C-2

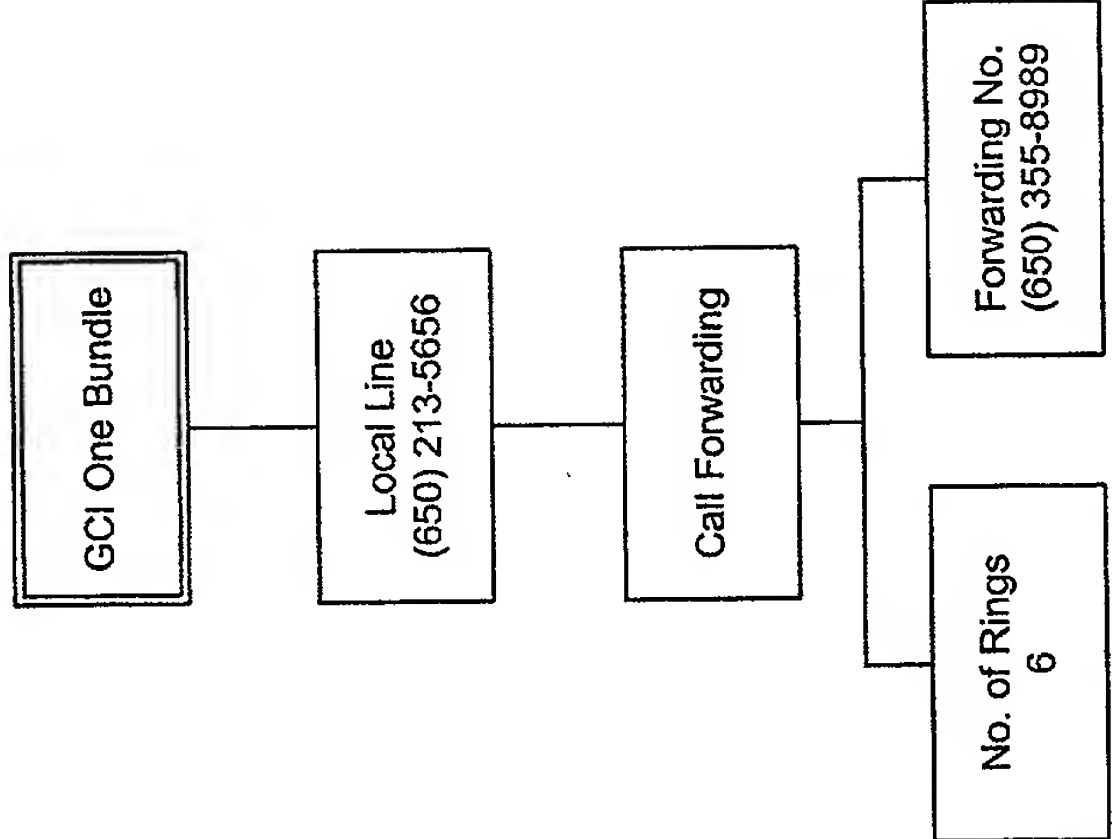


Fig. 11D-1

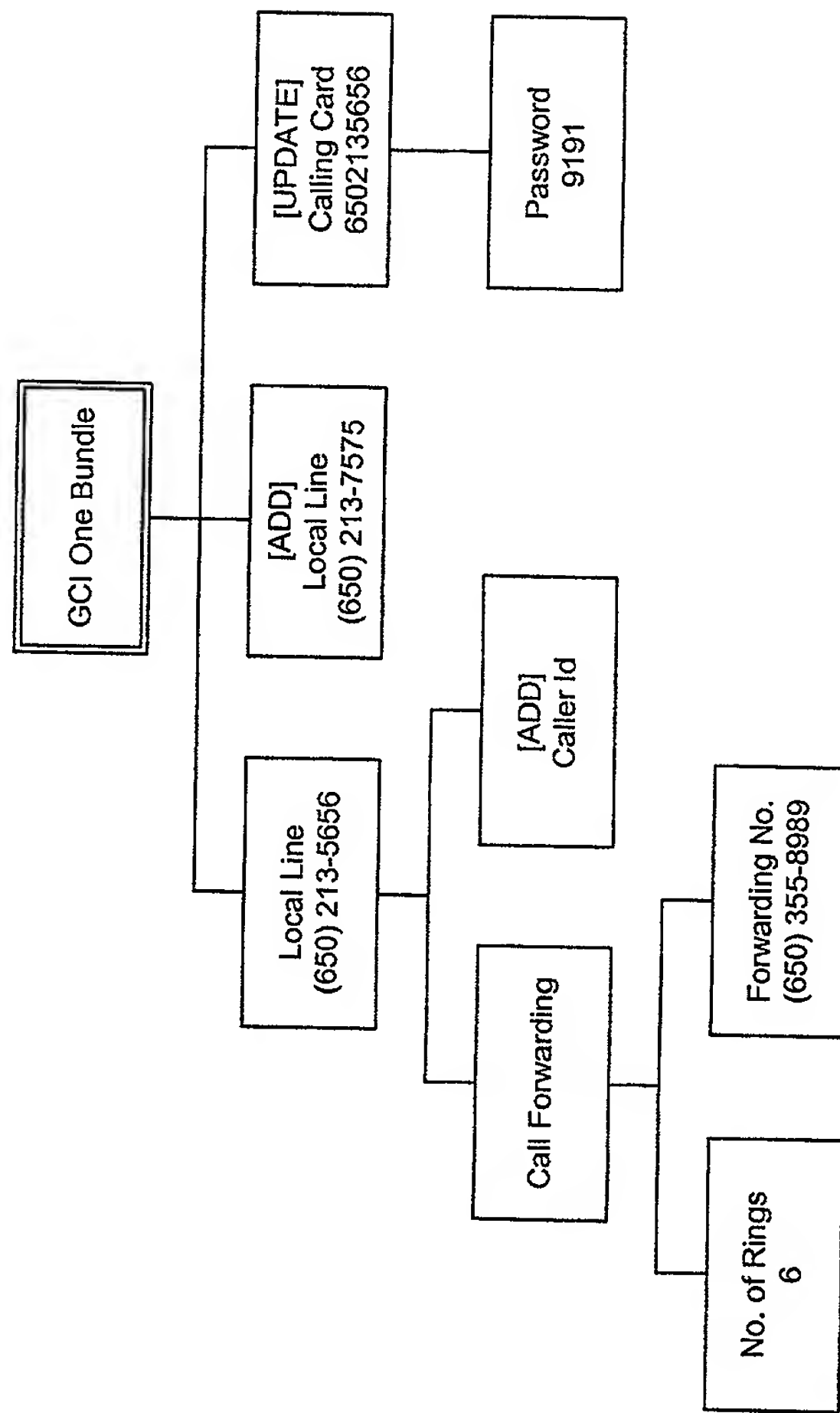


Fig. 11D-2

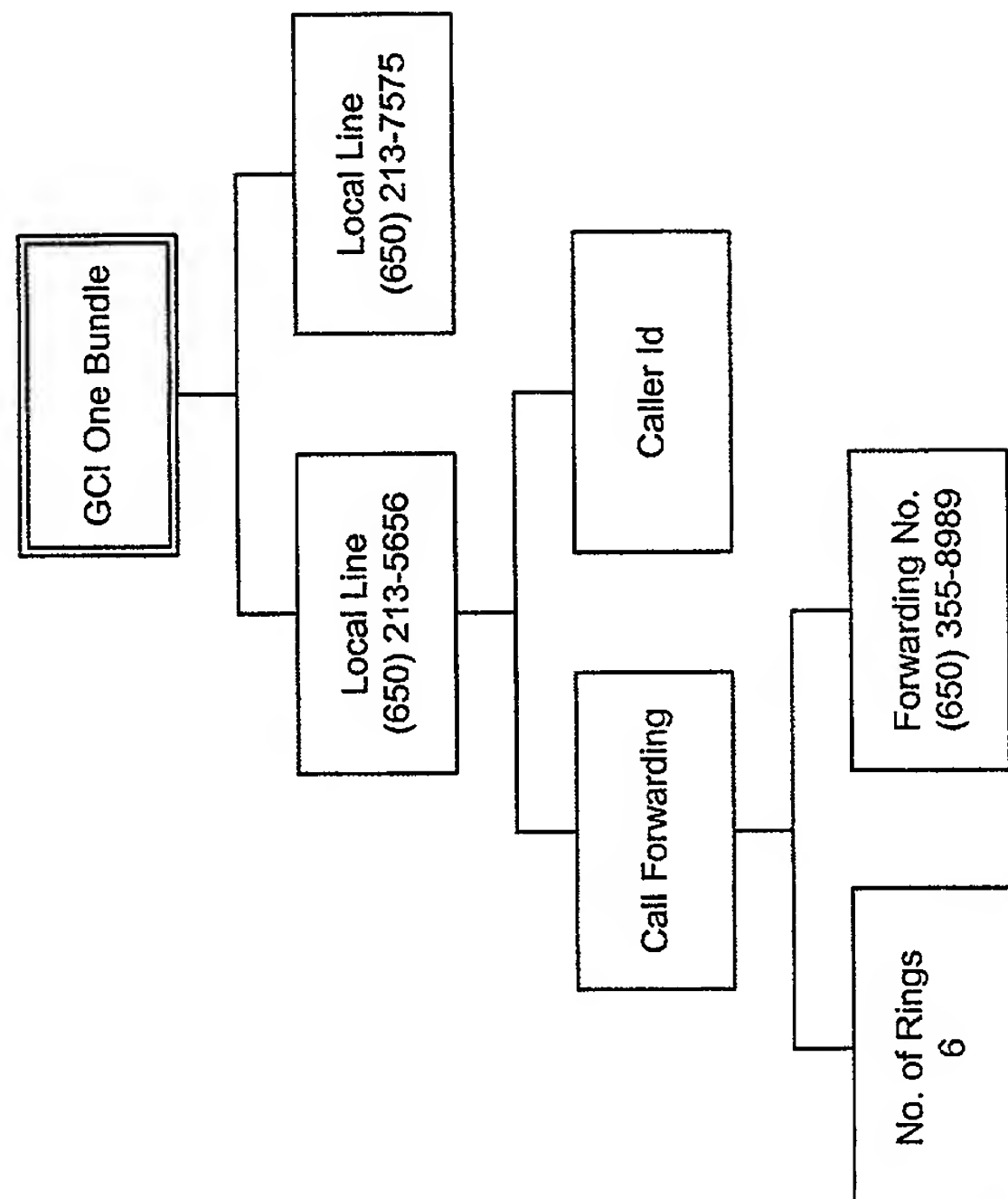


Fig. 11D-3

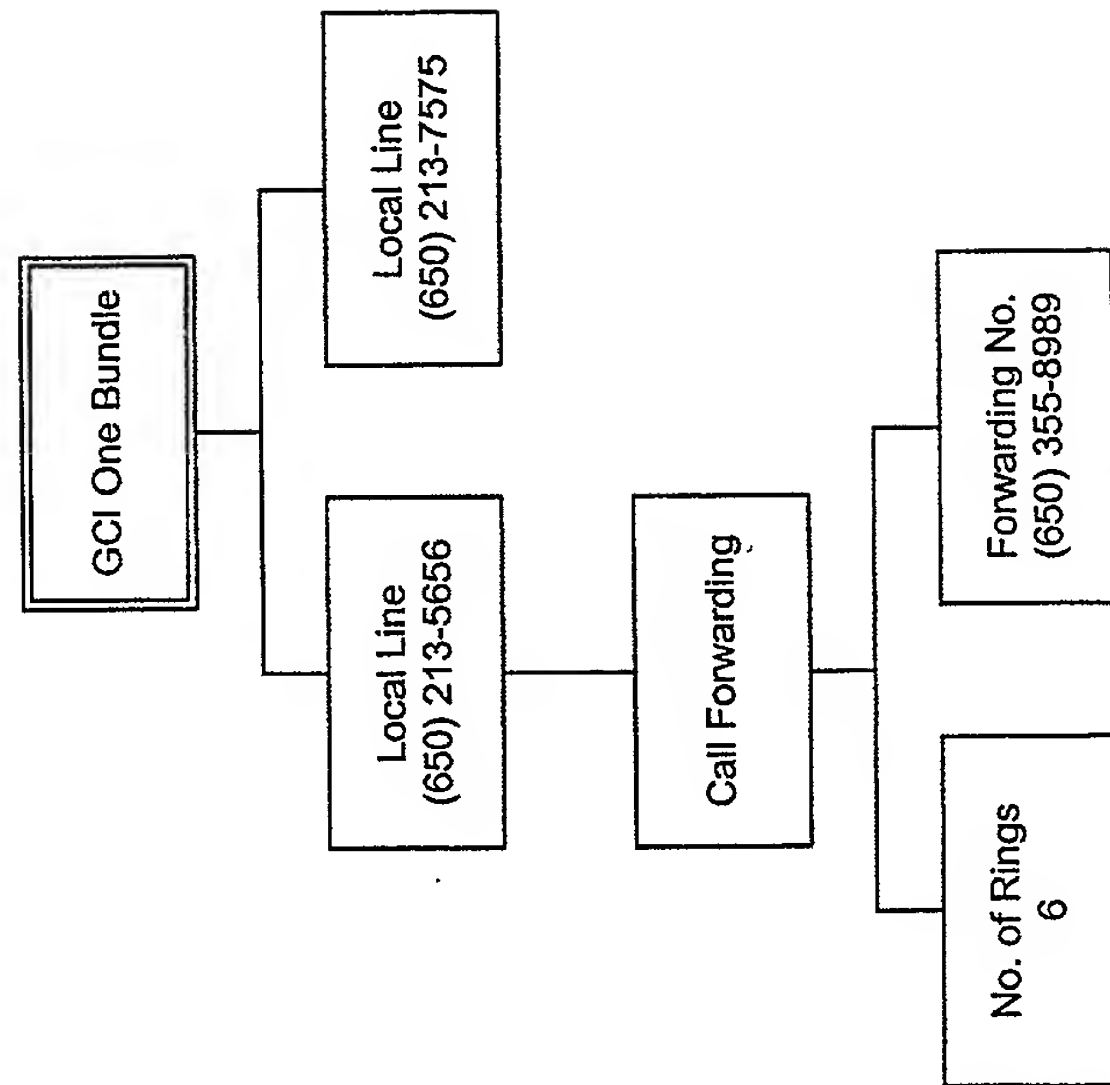


Fig. 11E-1

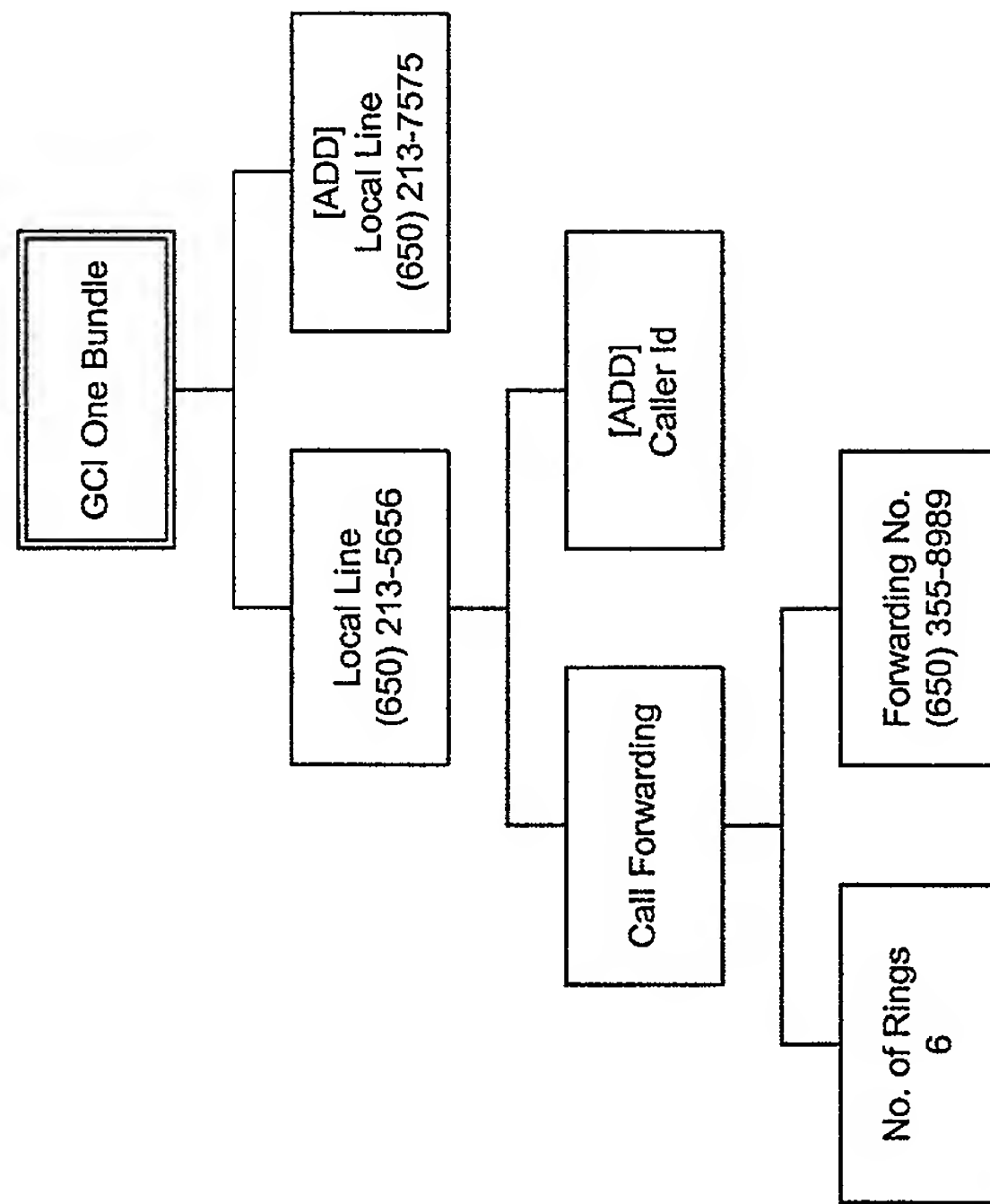


Fig. 11E-2

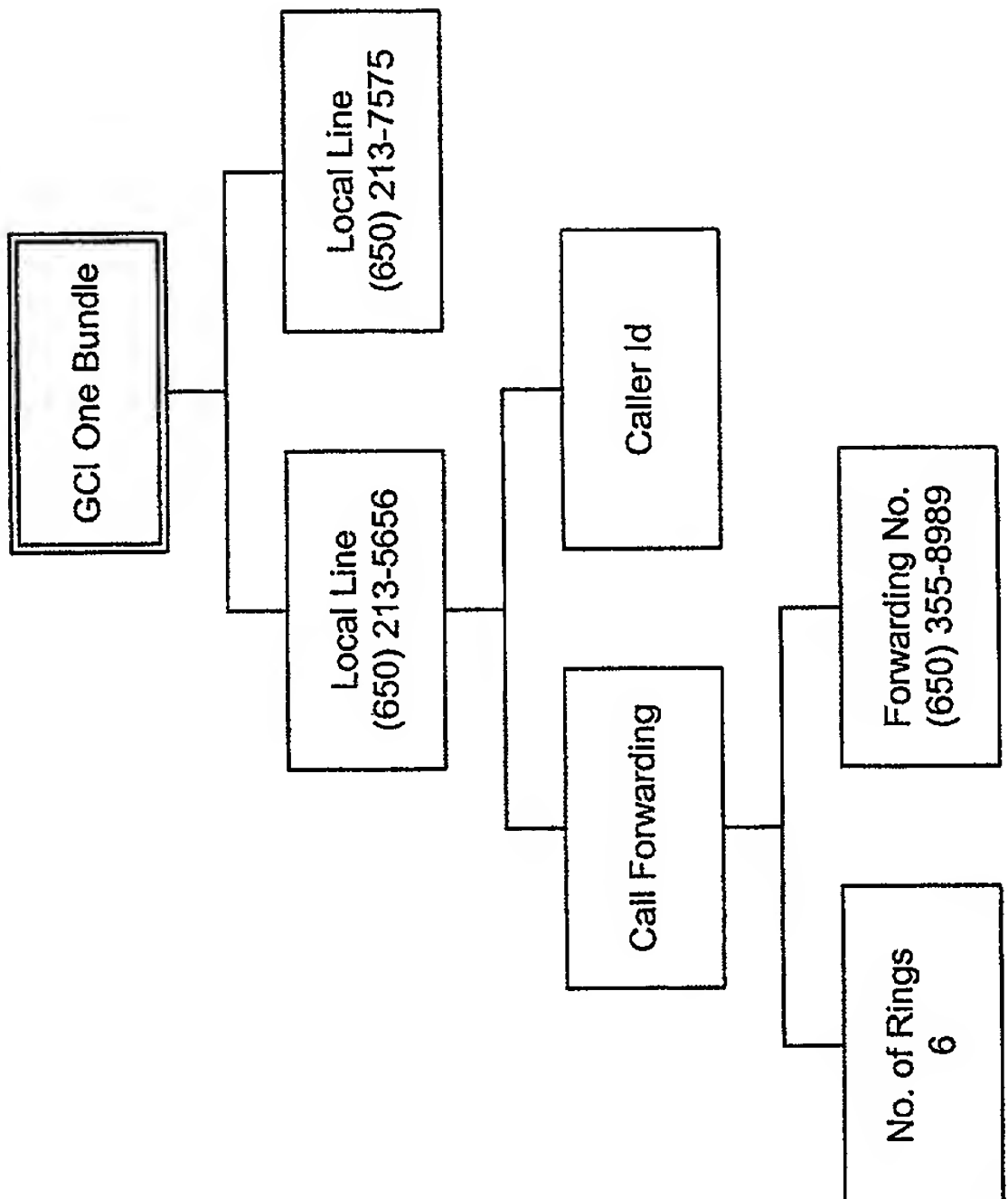


Fig. 11E-3

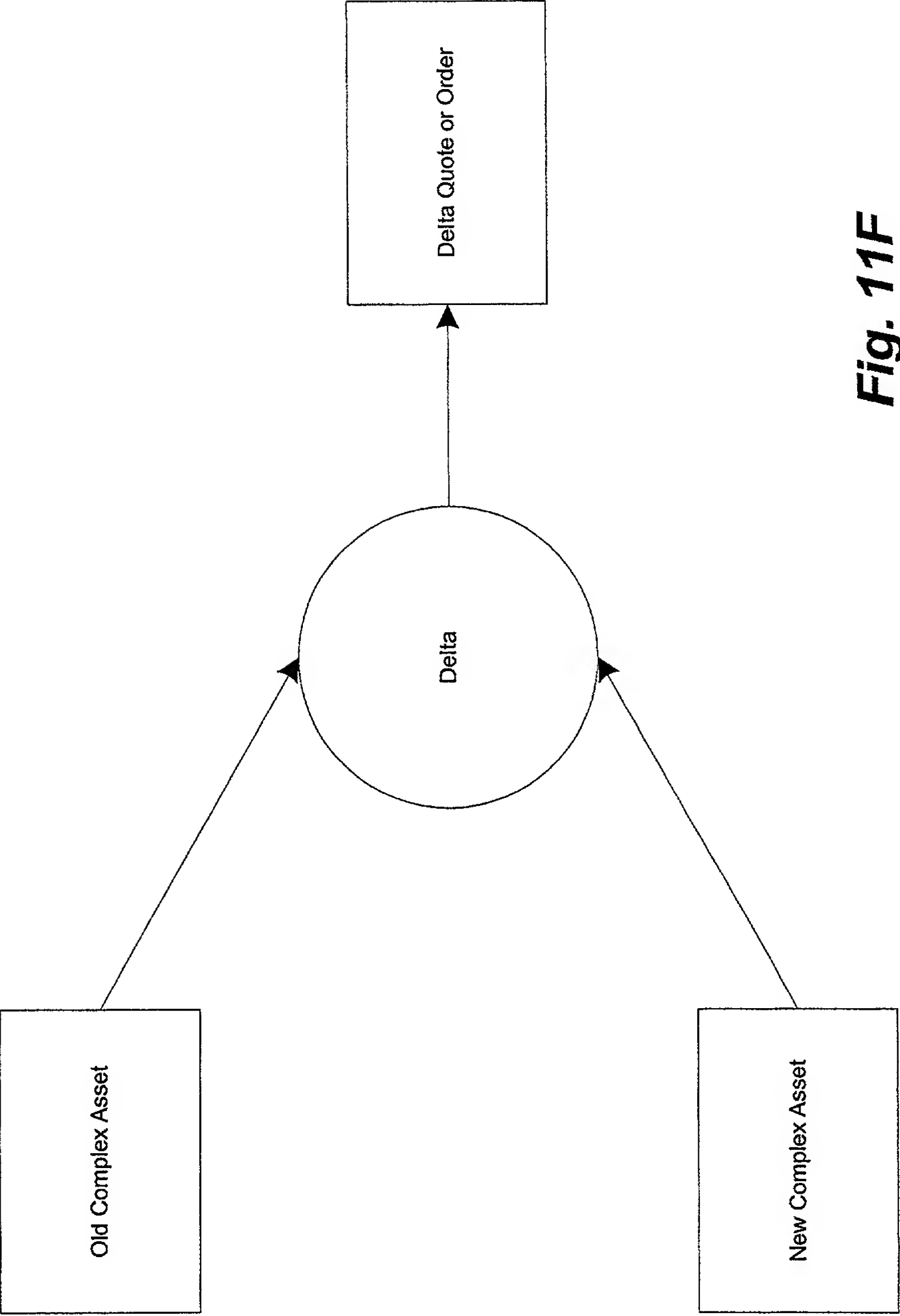


Fig. 11F

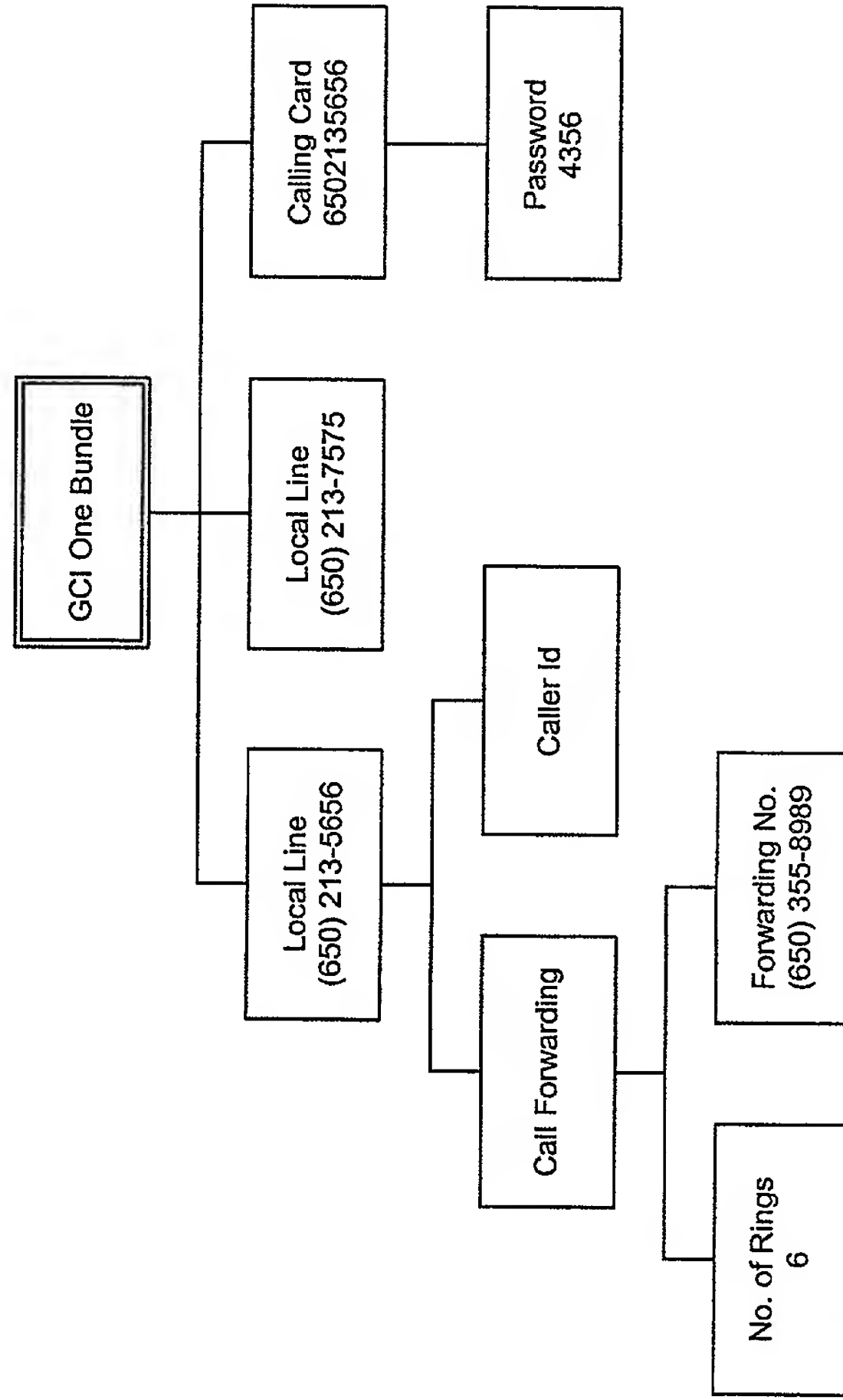


Fig. 11G-1

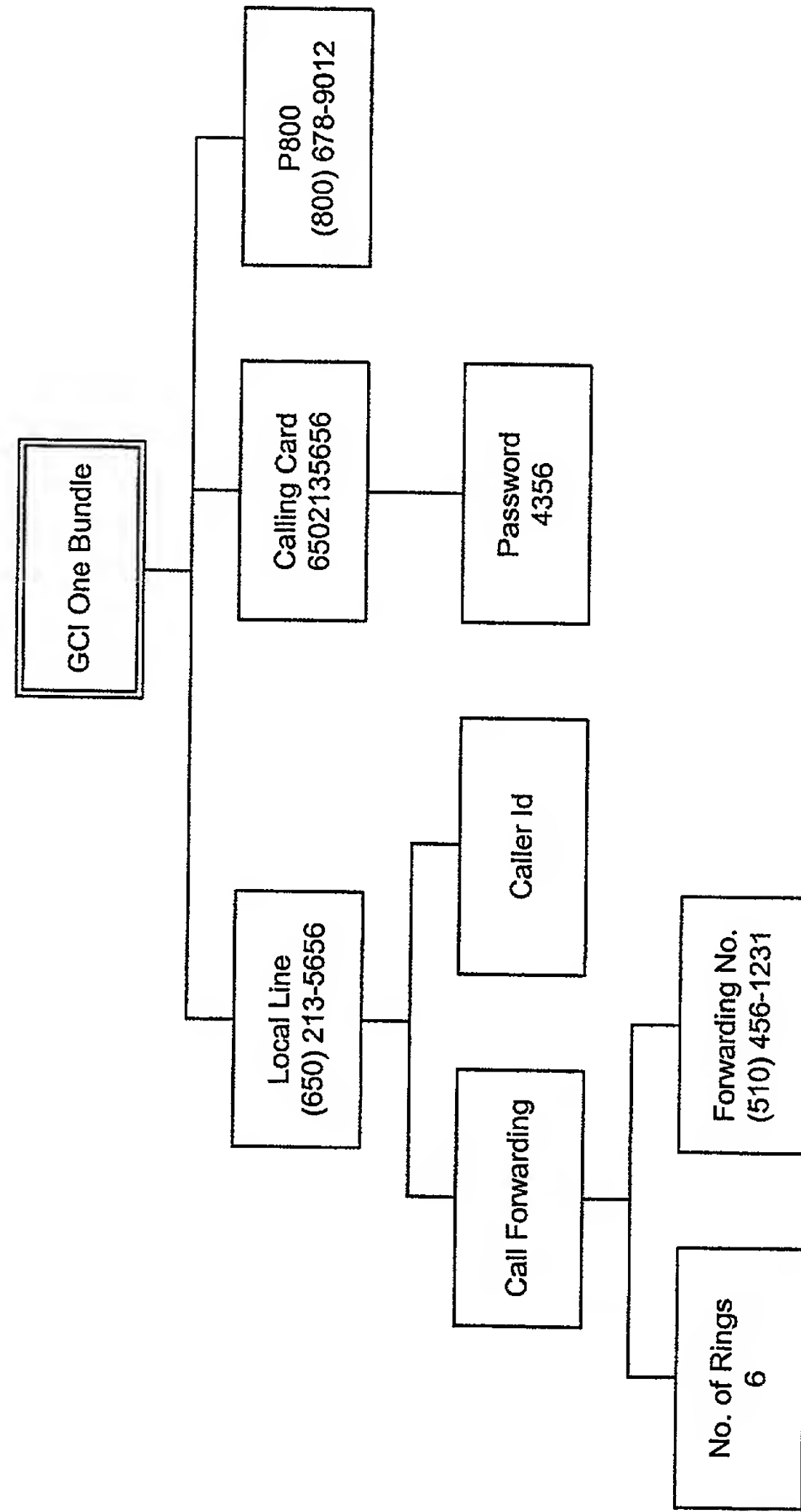


Fig. 11G-2

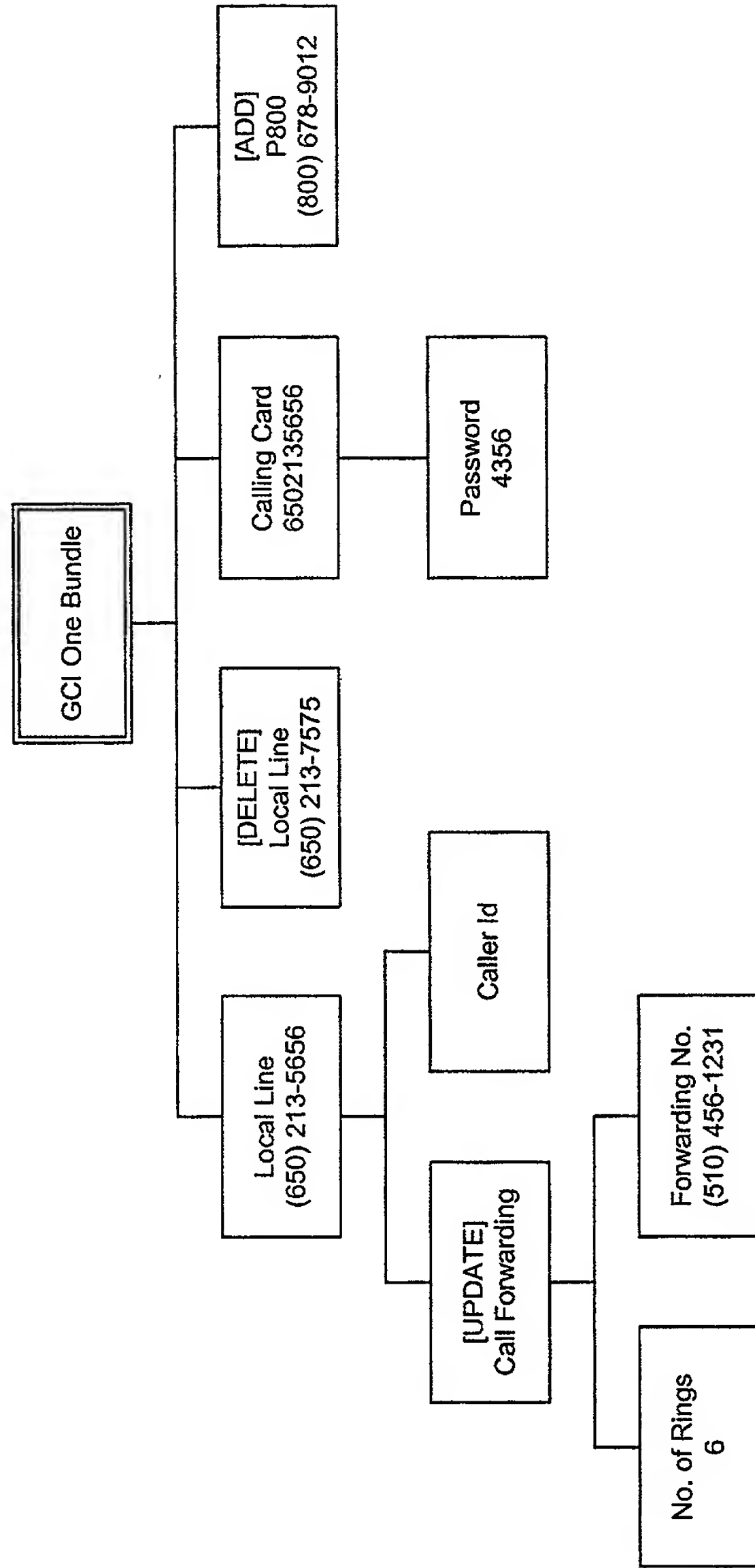


Fig. 11G-3

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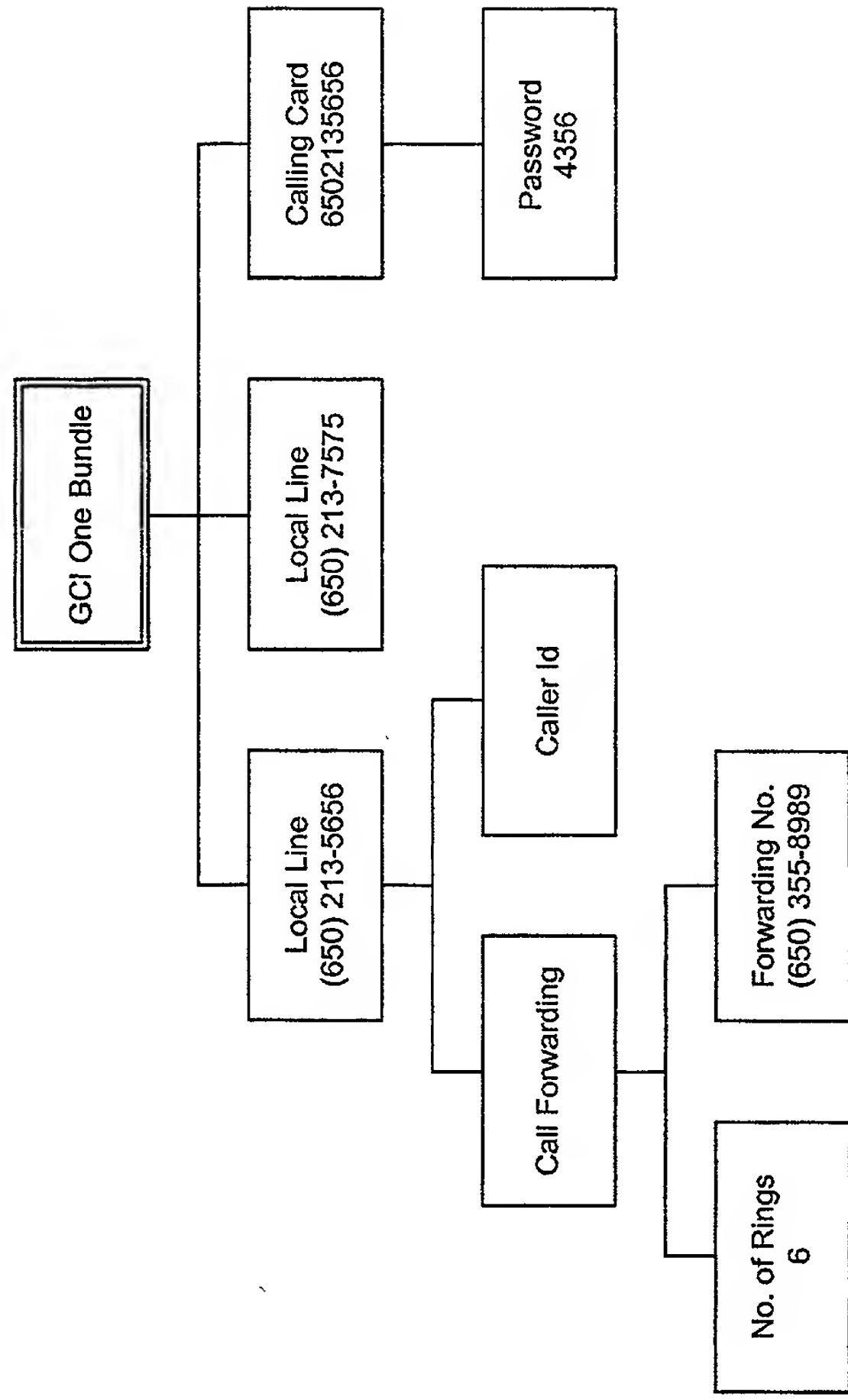


Fig. 11H-1

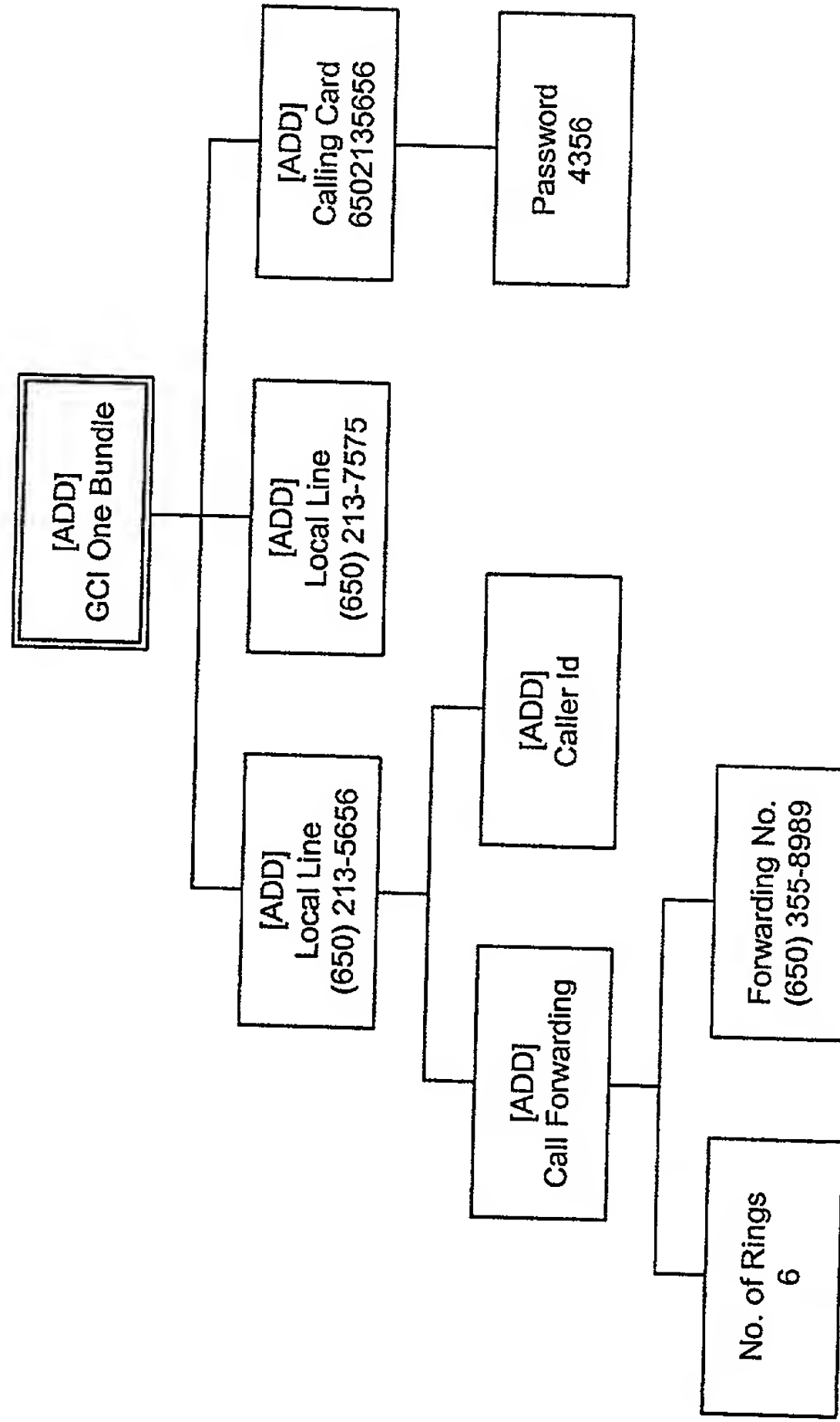


Fig. 11H-2

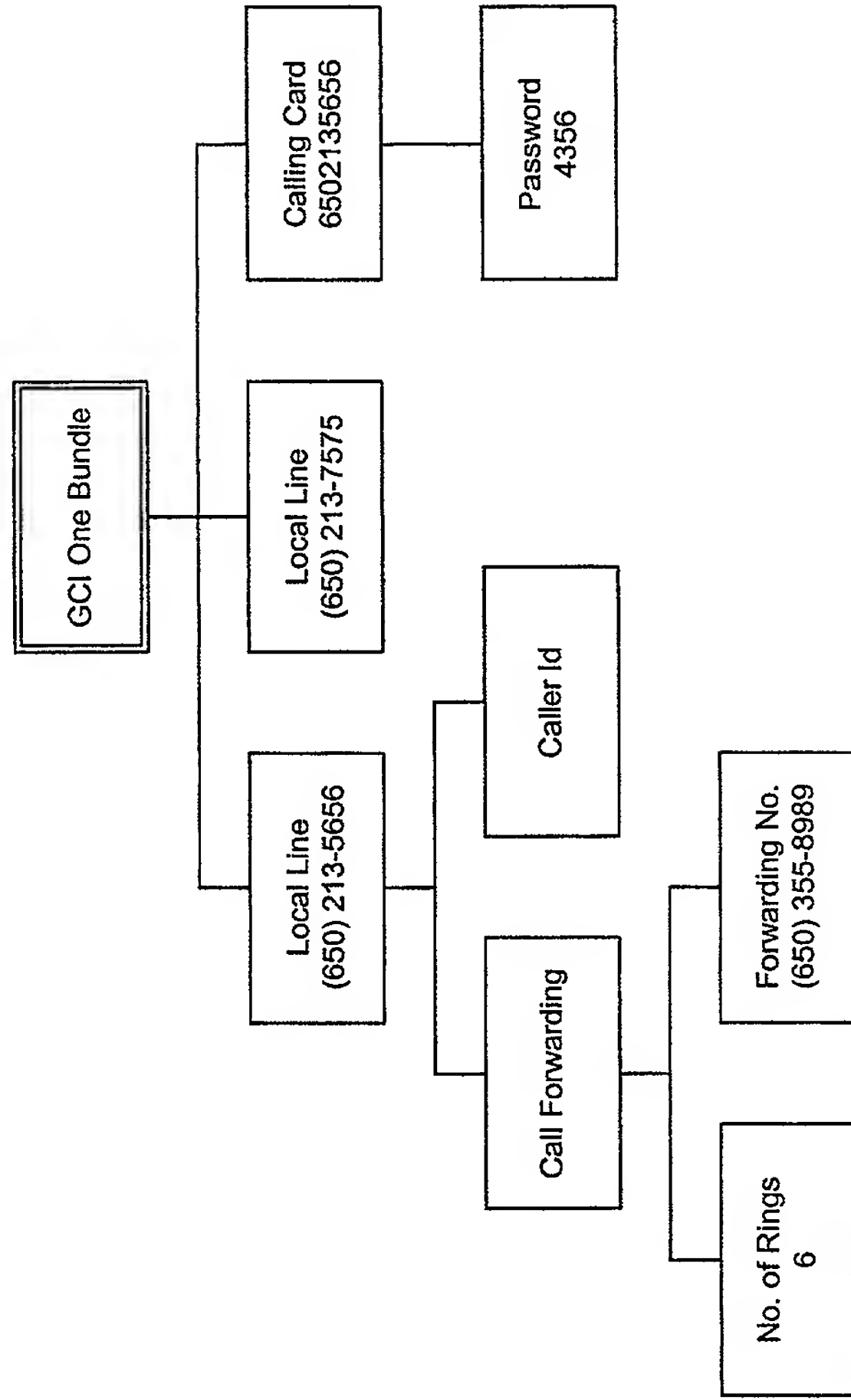


Fig. 11I-1

Call Forwarding and Call Forwarding

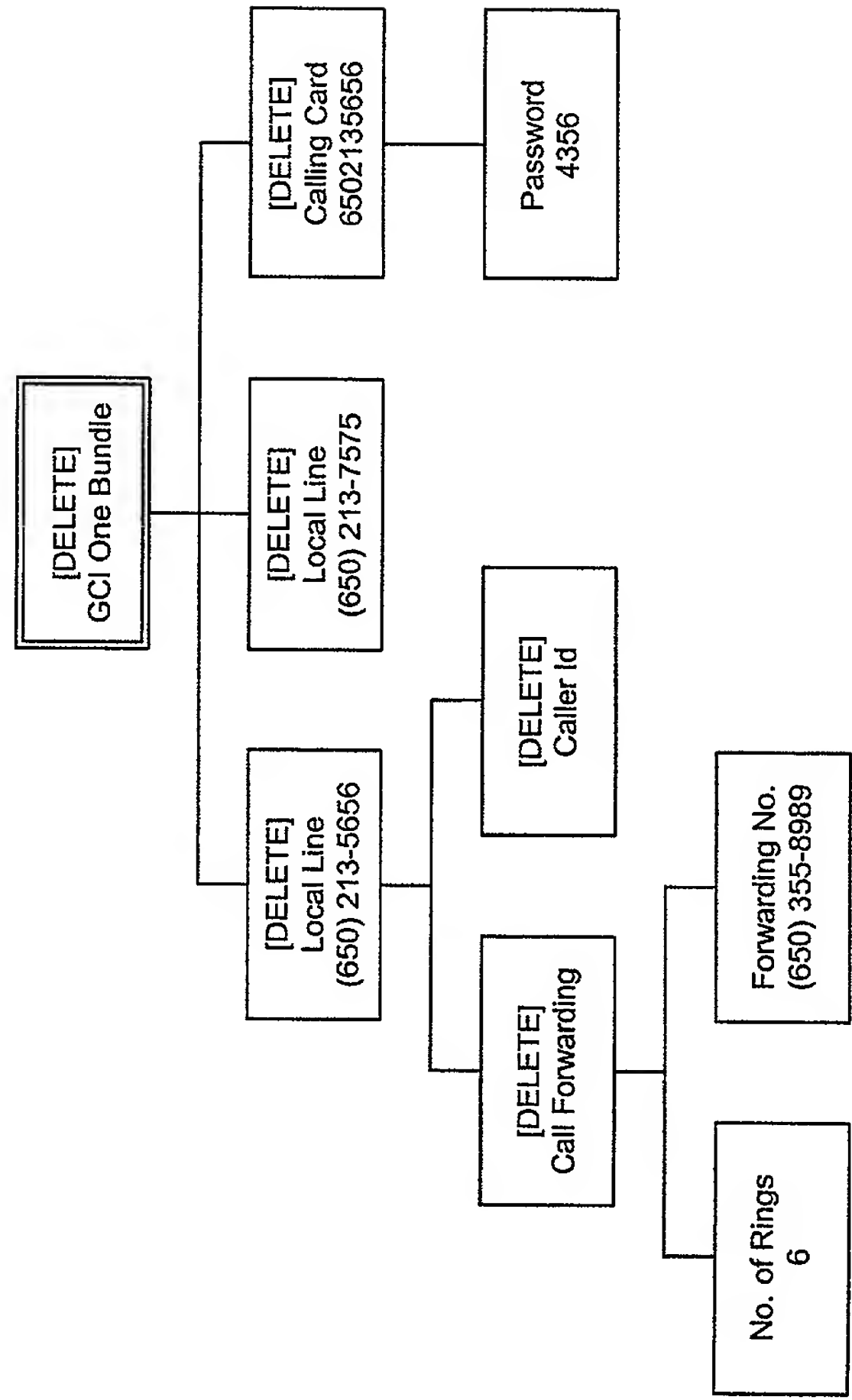


Fig. 11I-2

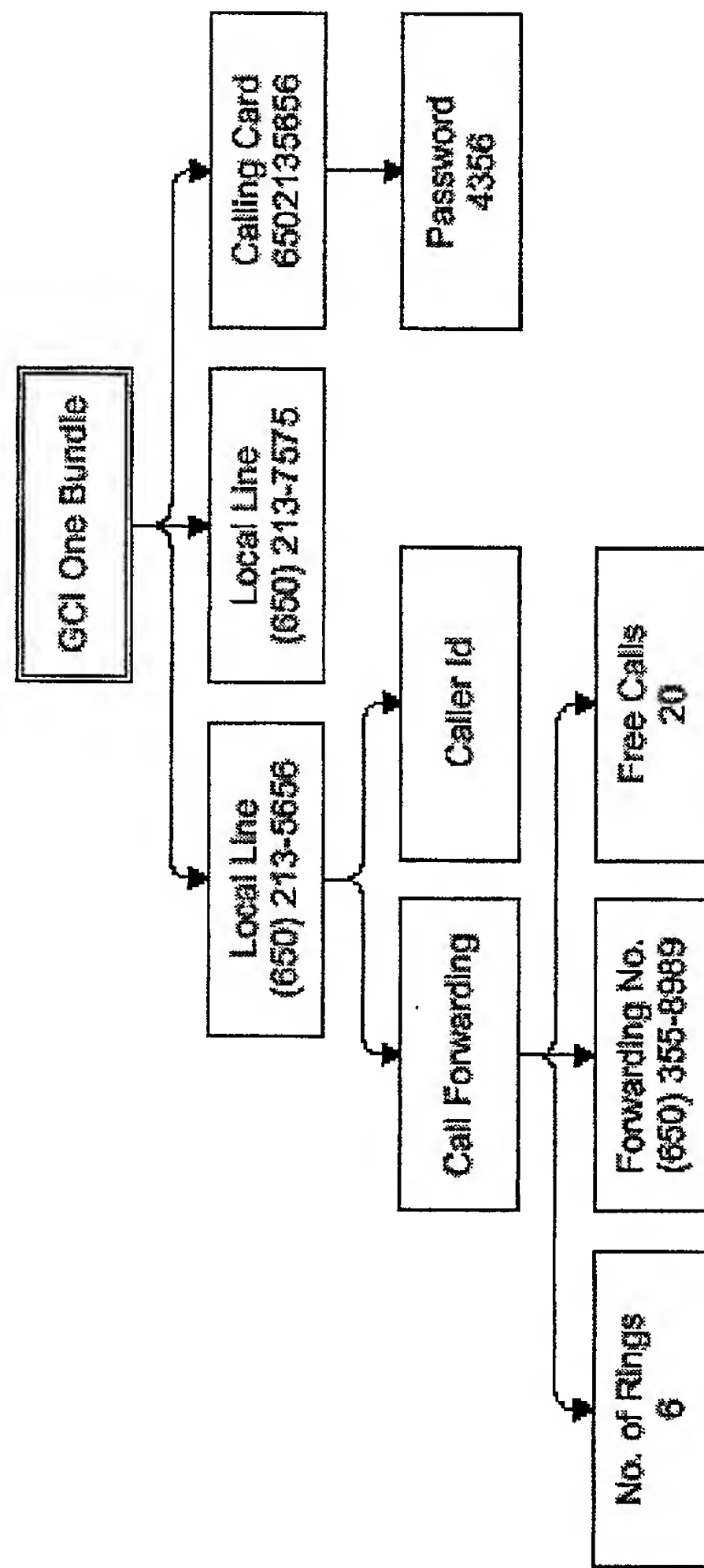


FIG. 11J-1

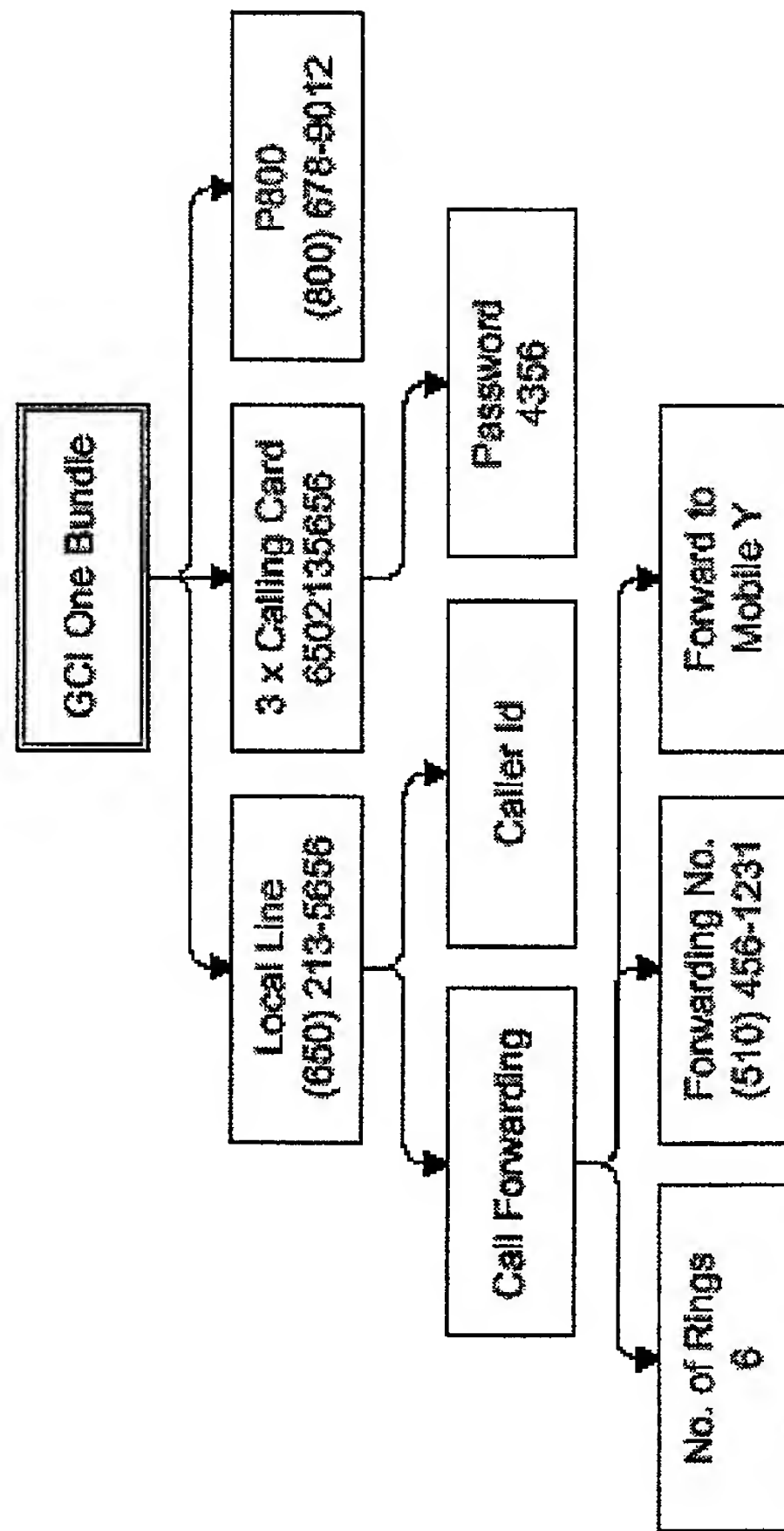


FIG. 11J-2

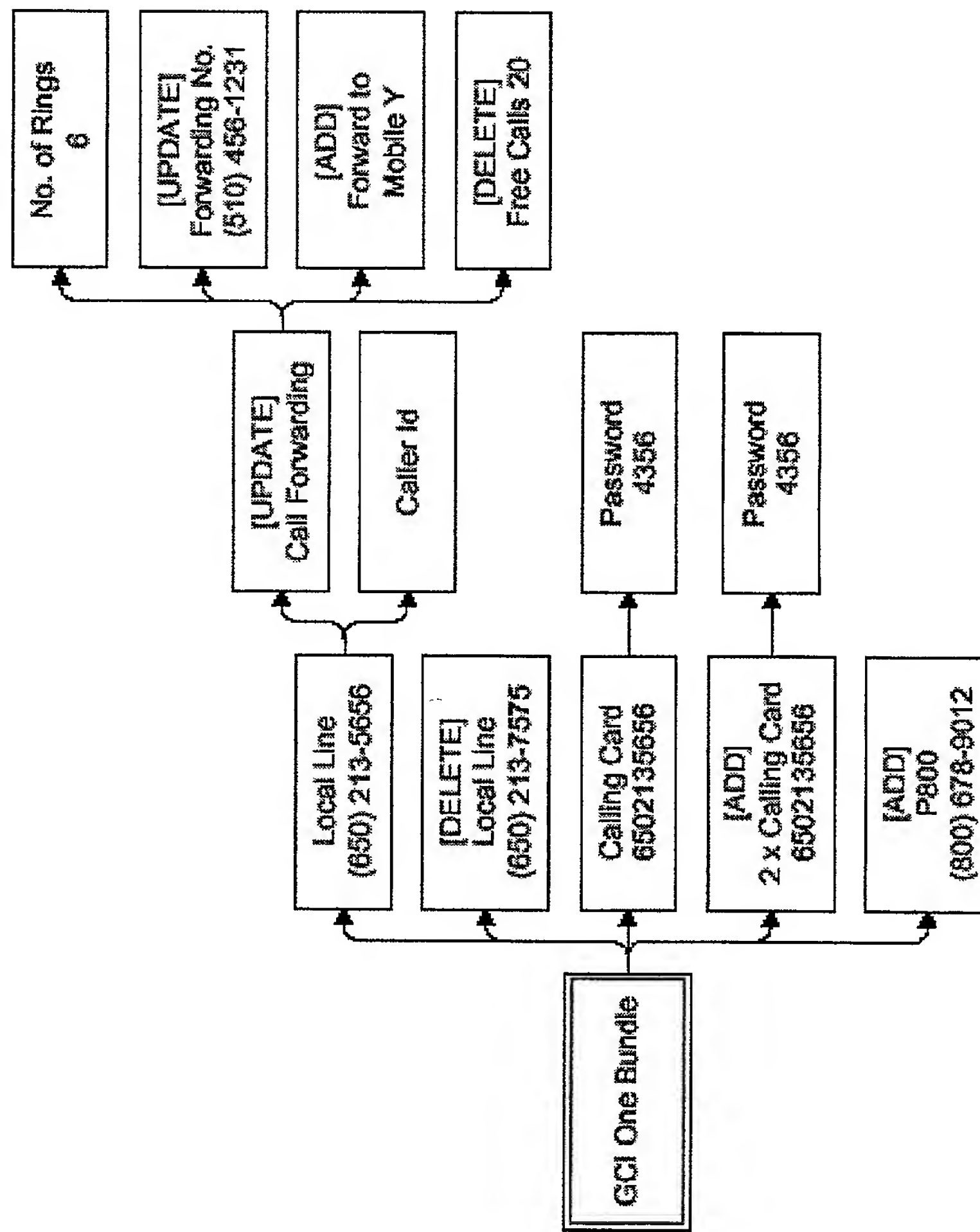


FIG. 11J-3

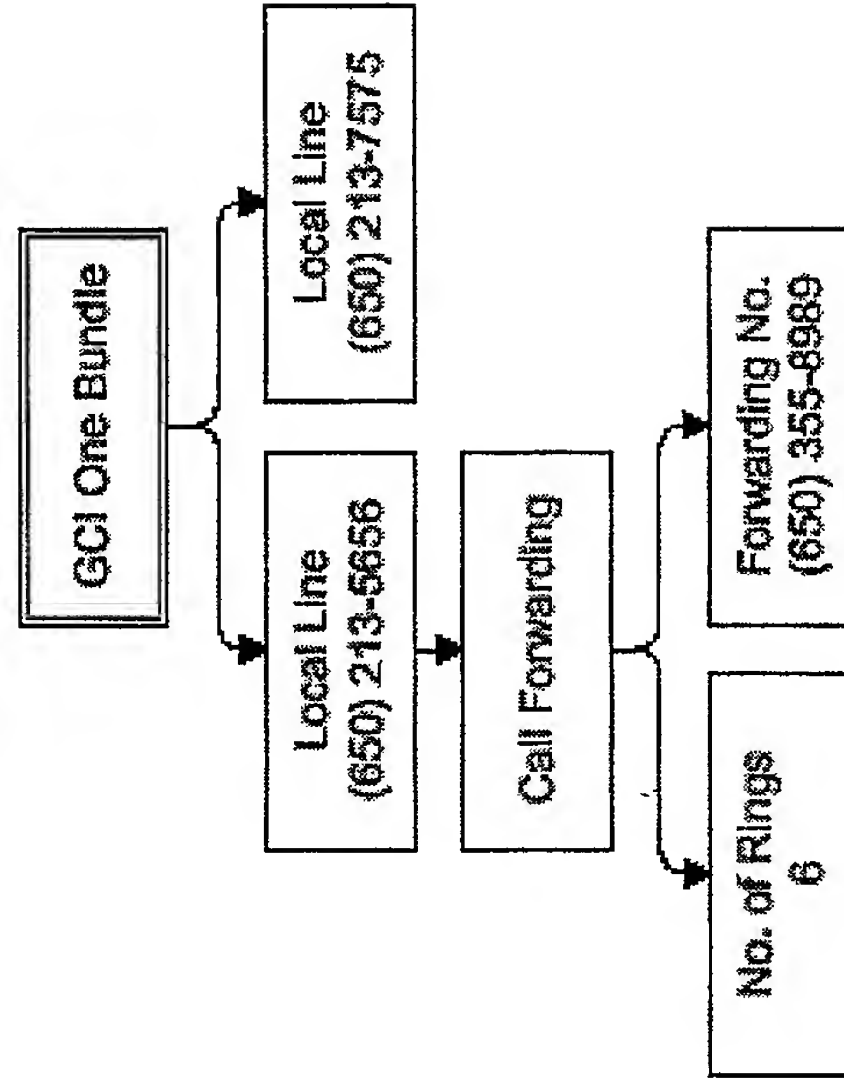


FIG. 11K-1

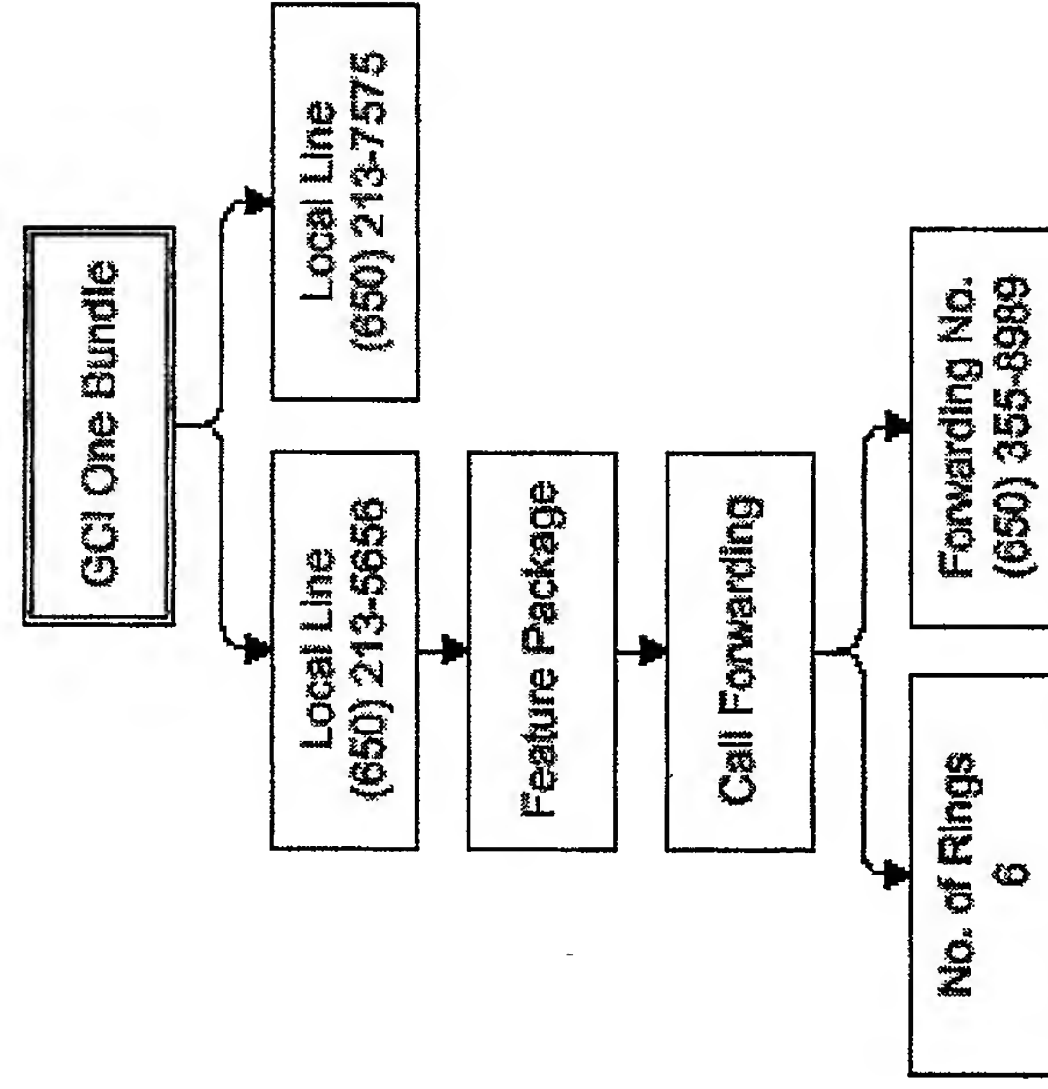


FIG. 11K-2

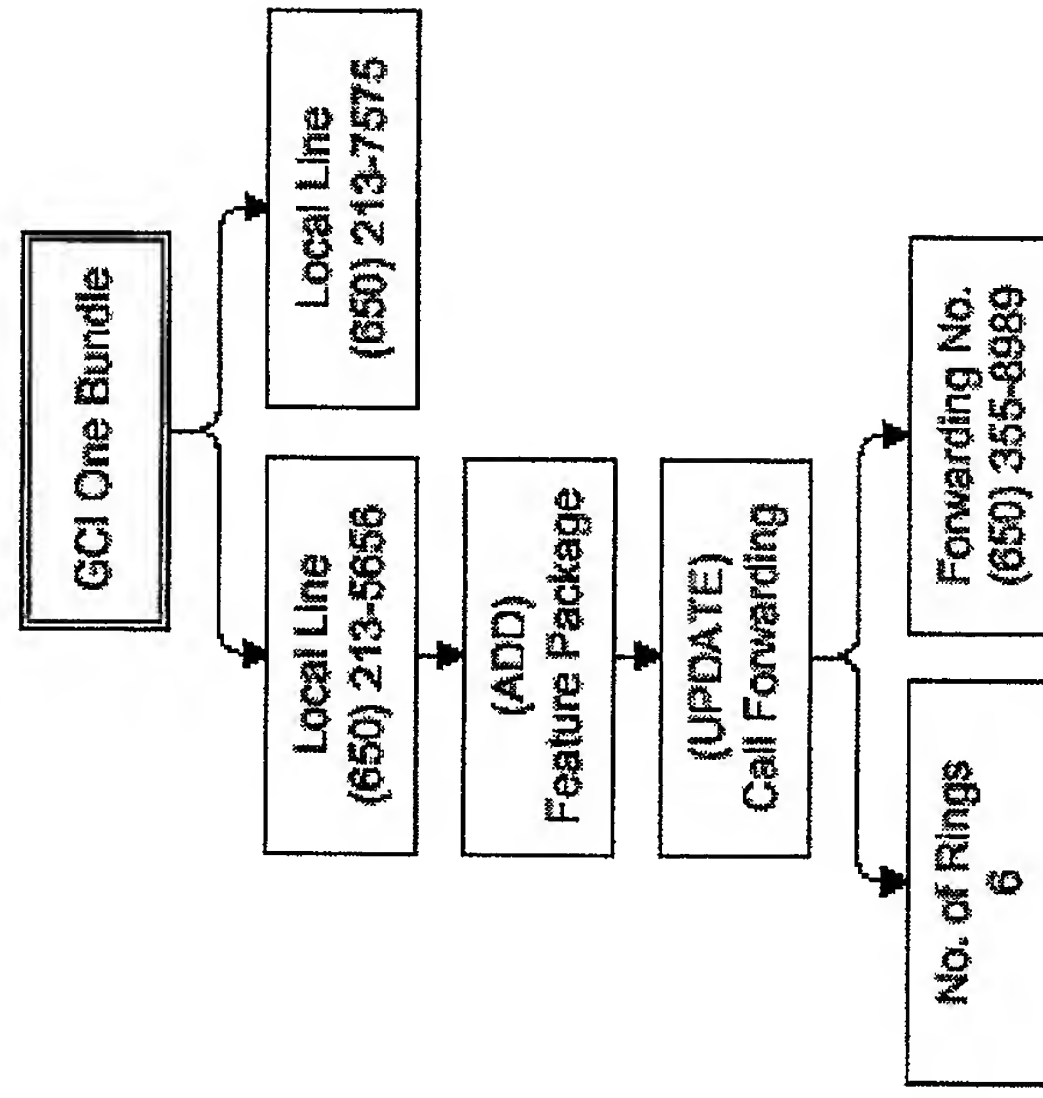


FIG. 11K-3

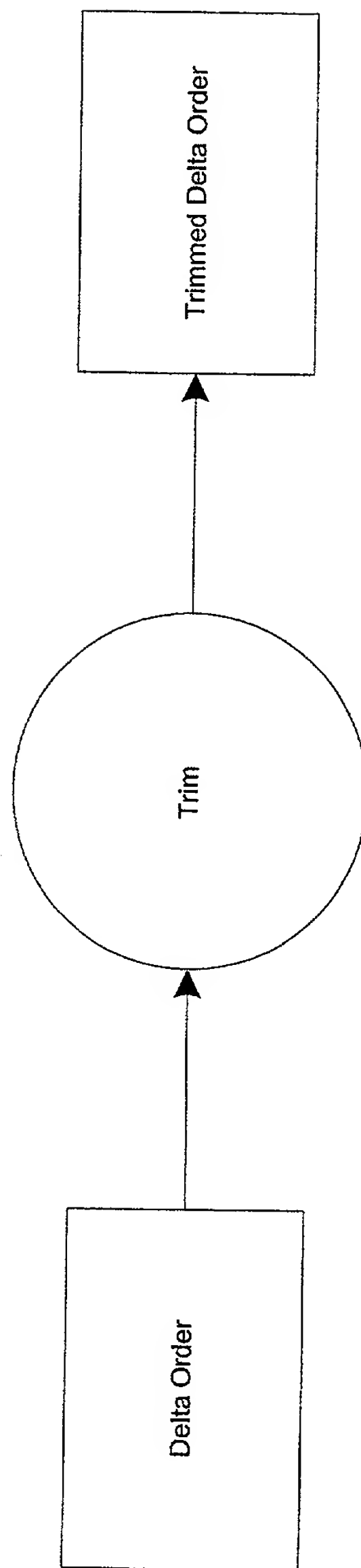
[illegible]

Fig. 11L

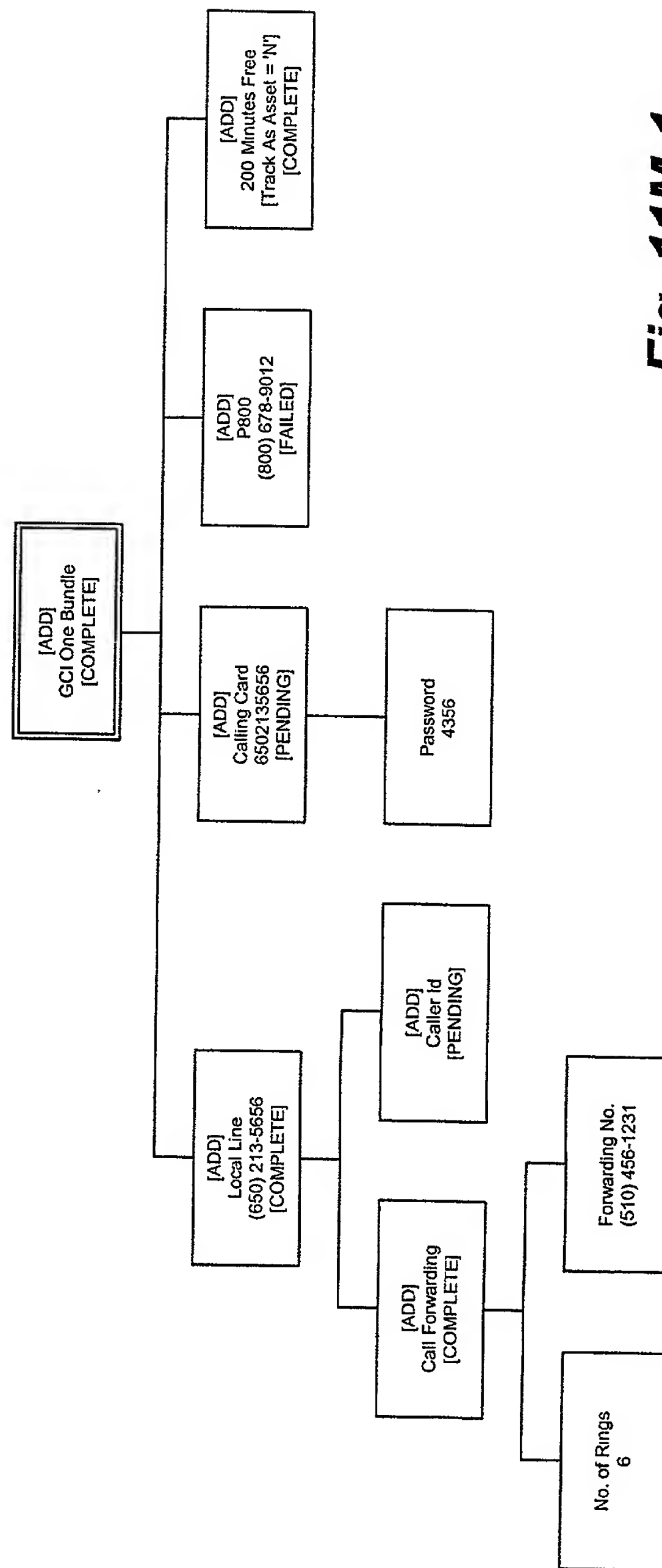


Fig. 11M-1

the city and state are not to be used in the title of the report.

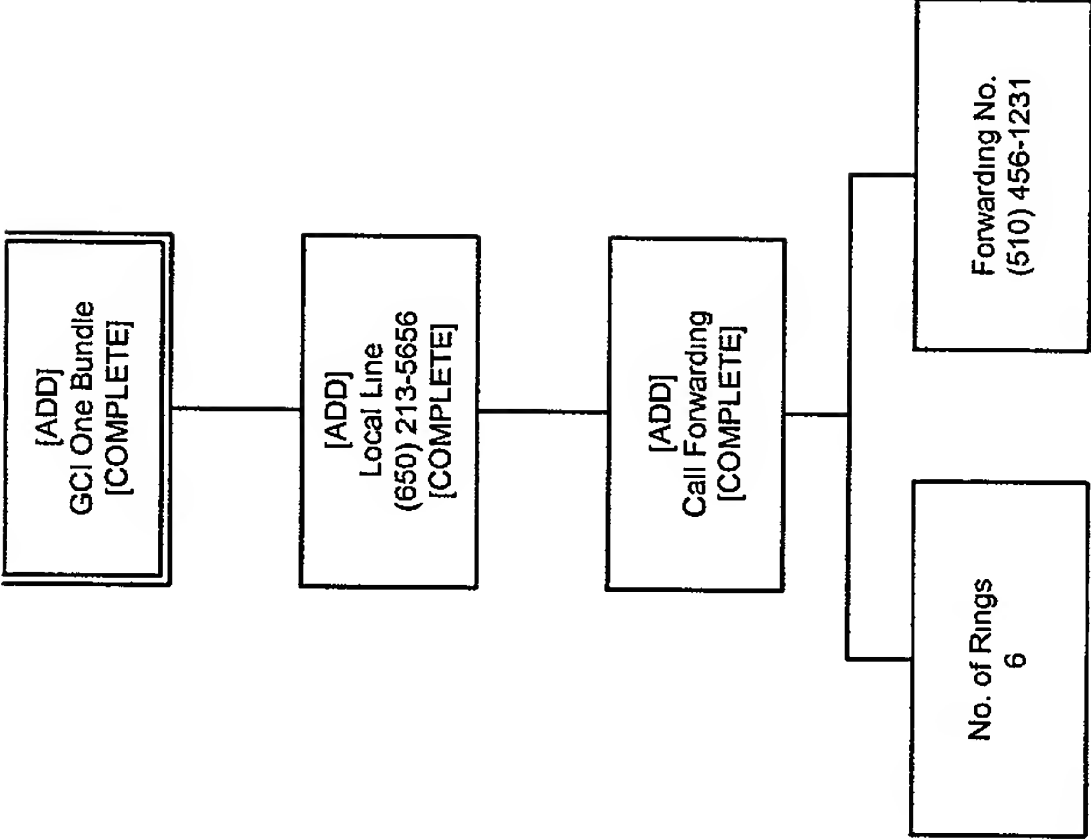


Fig. 11M-2

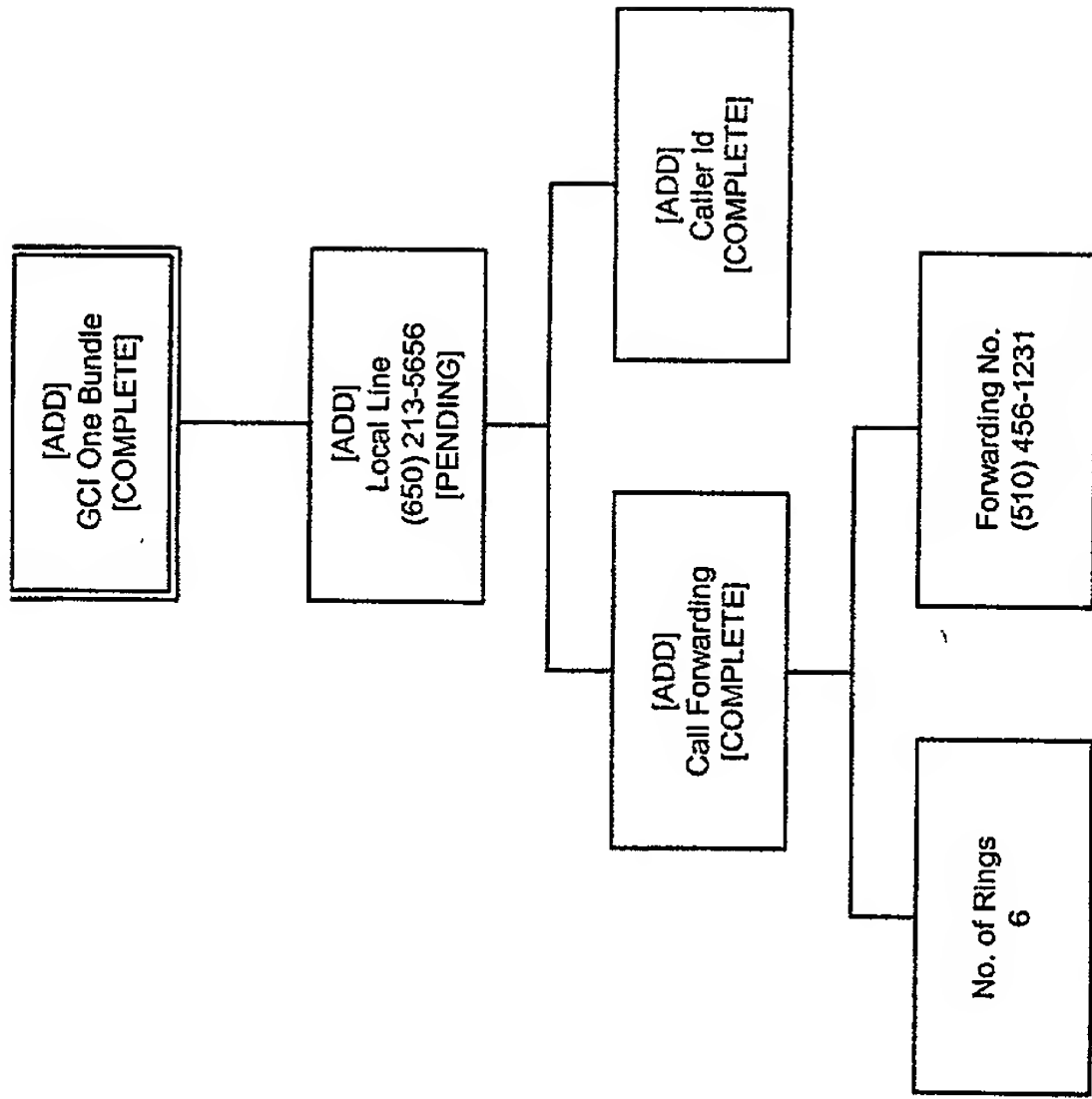


Fig. 11N-1



Fig. 11N-2

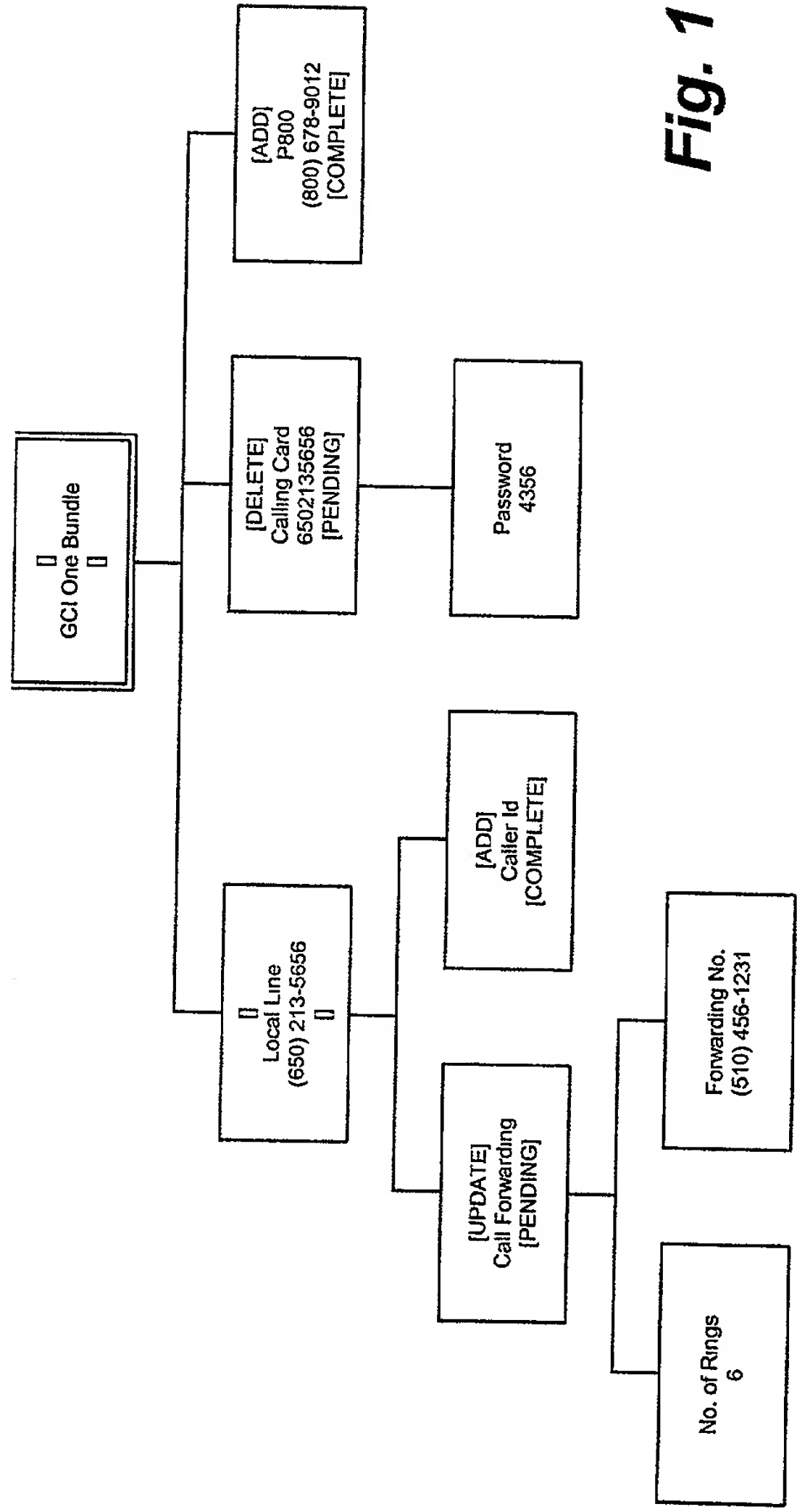


Fig. 110-1

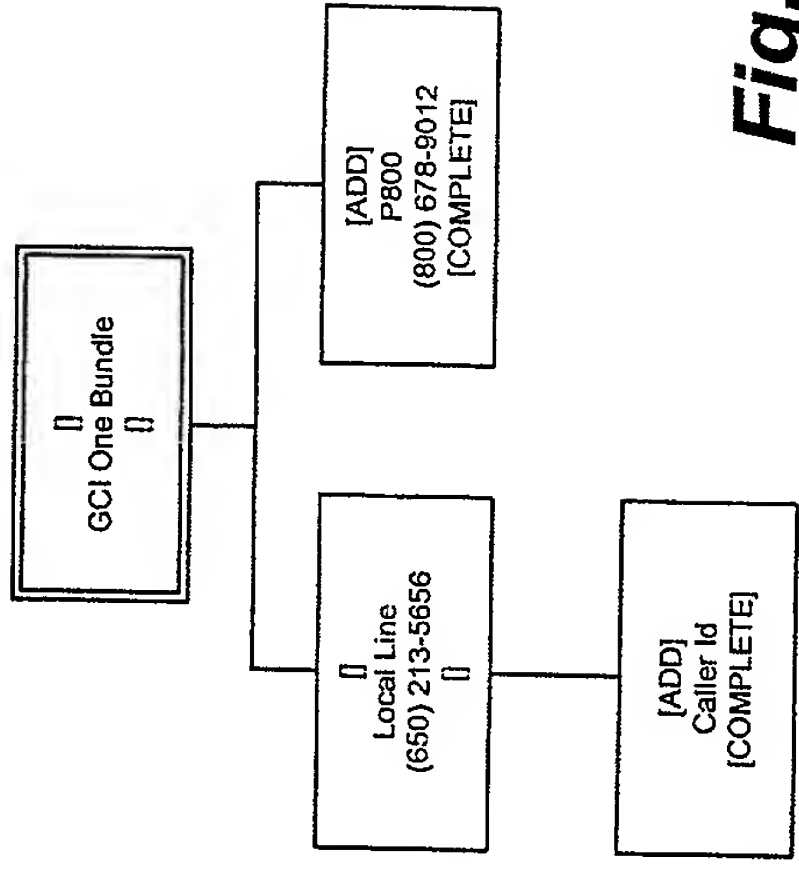


Fig. 110-2

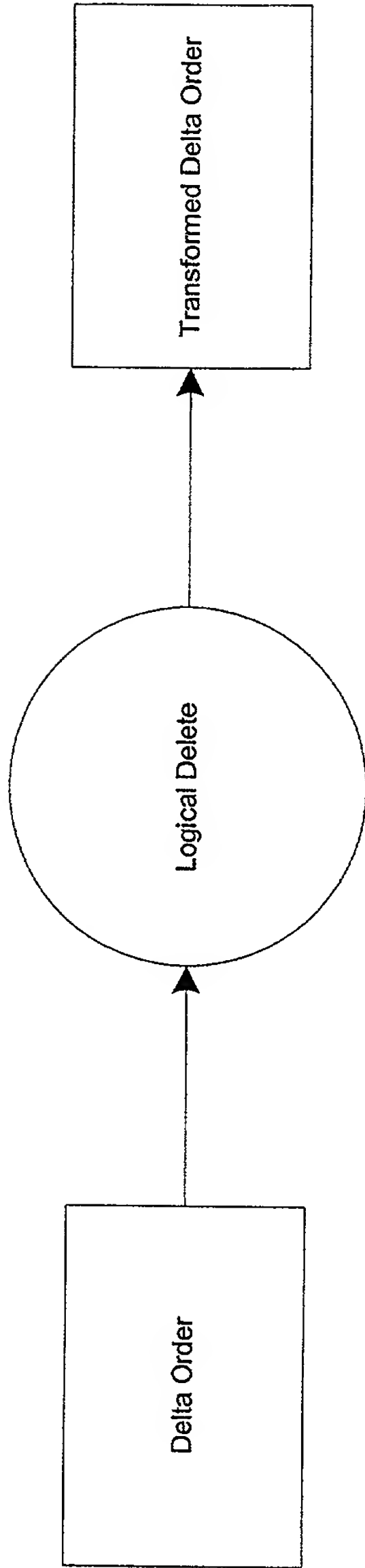


Fig. 11P

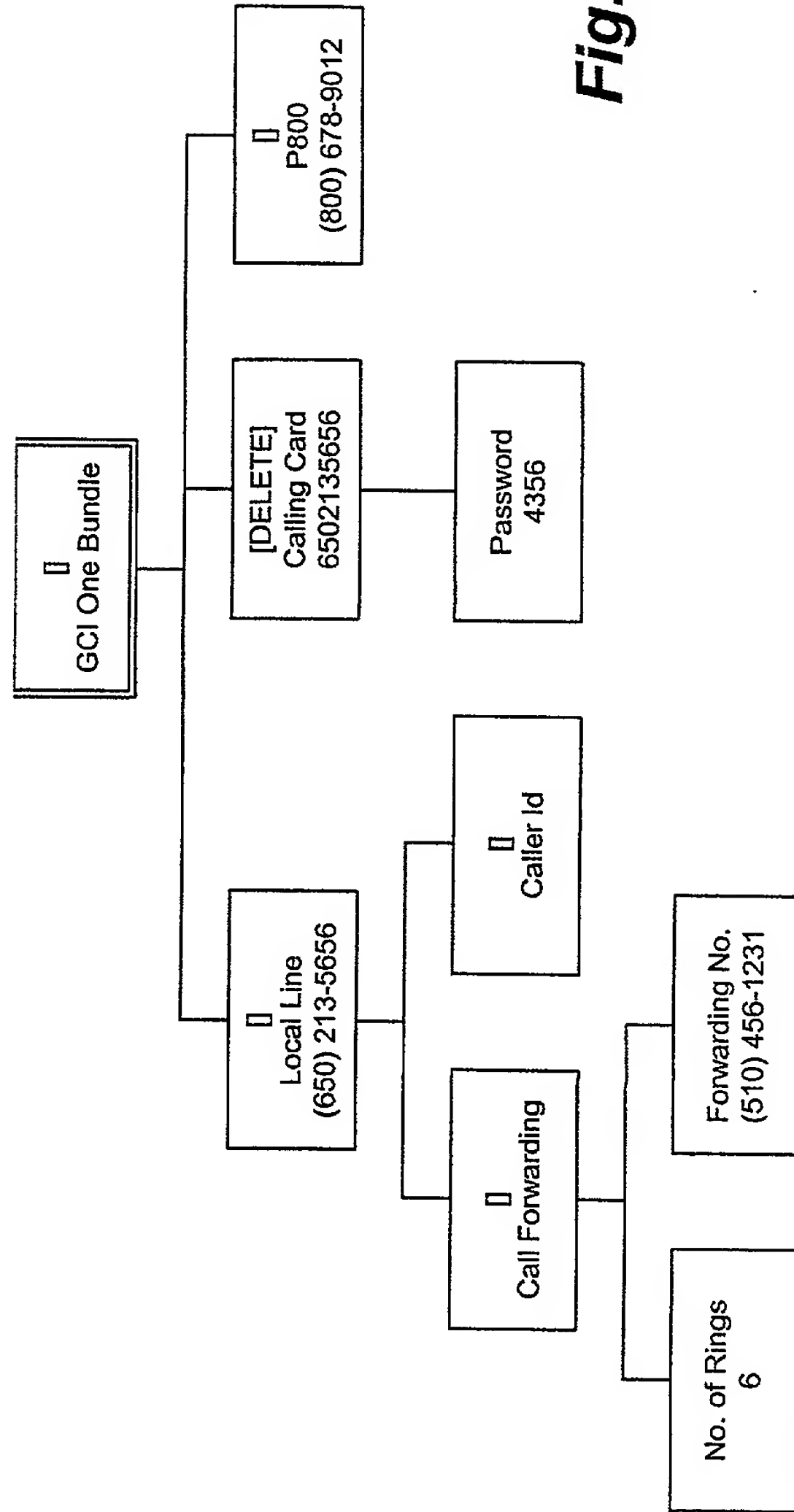


Fig. 11Q-1

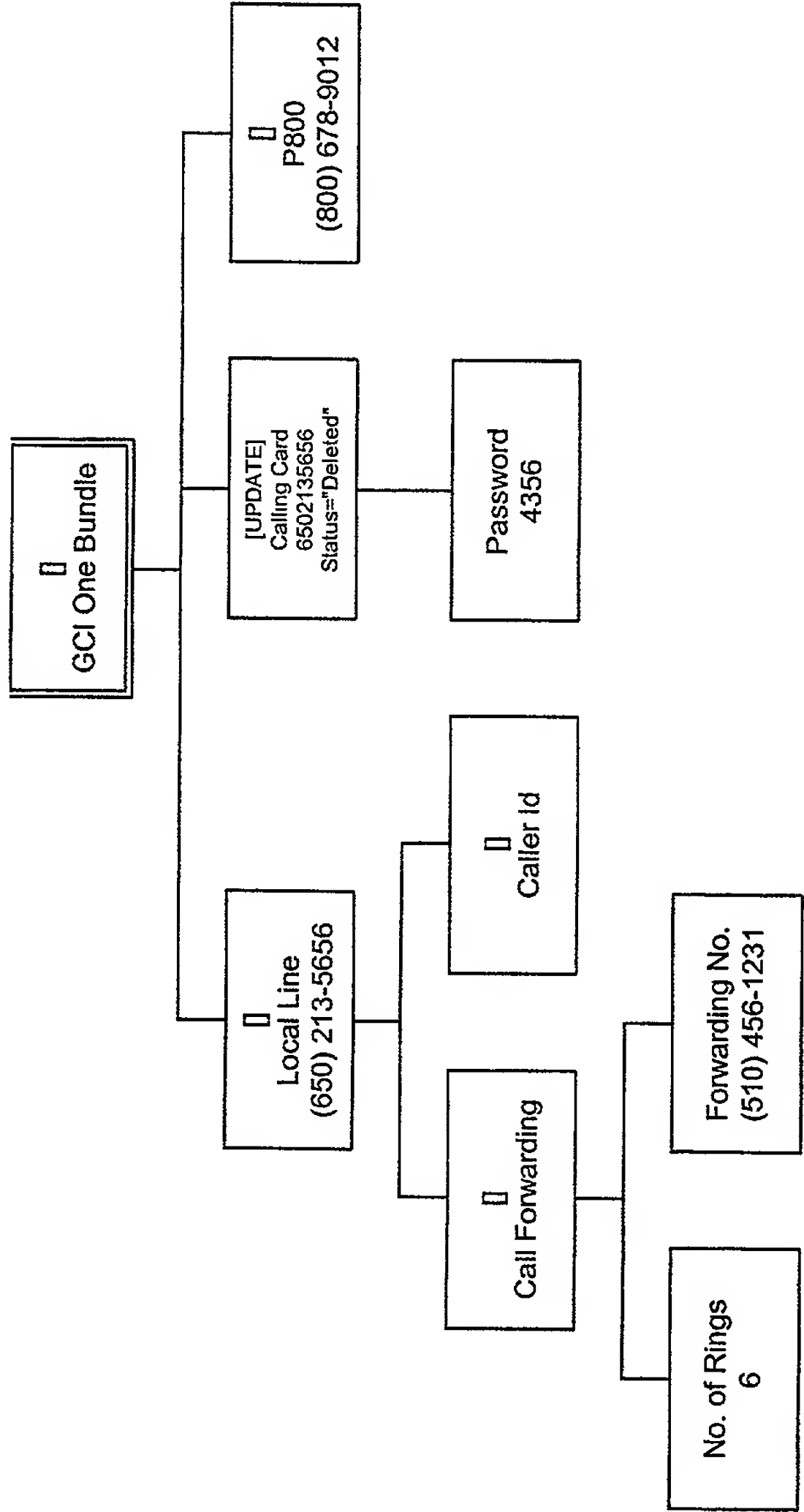


Fig. 11Q-2

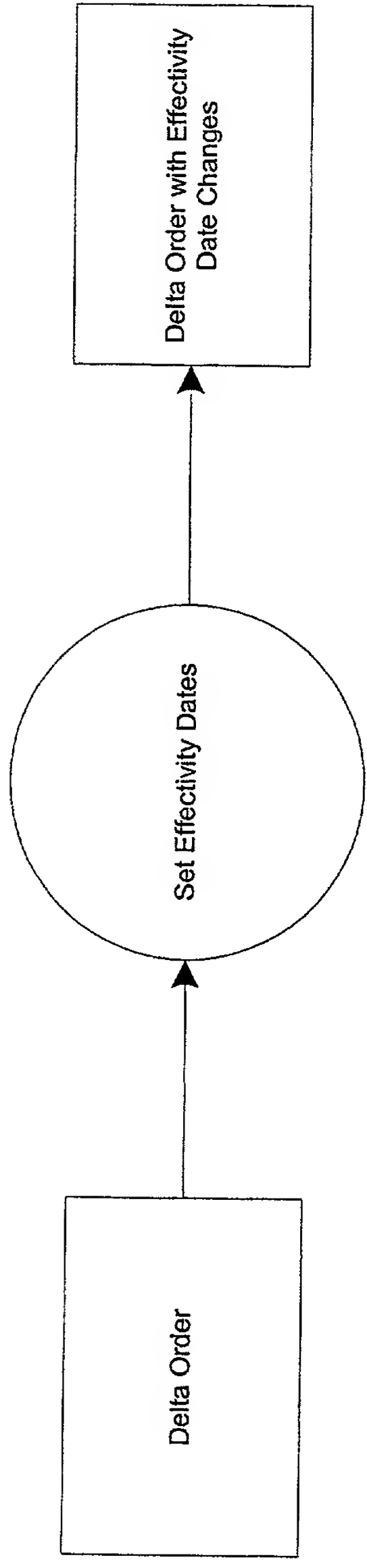


Fig. 11R

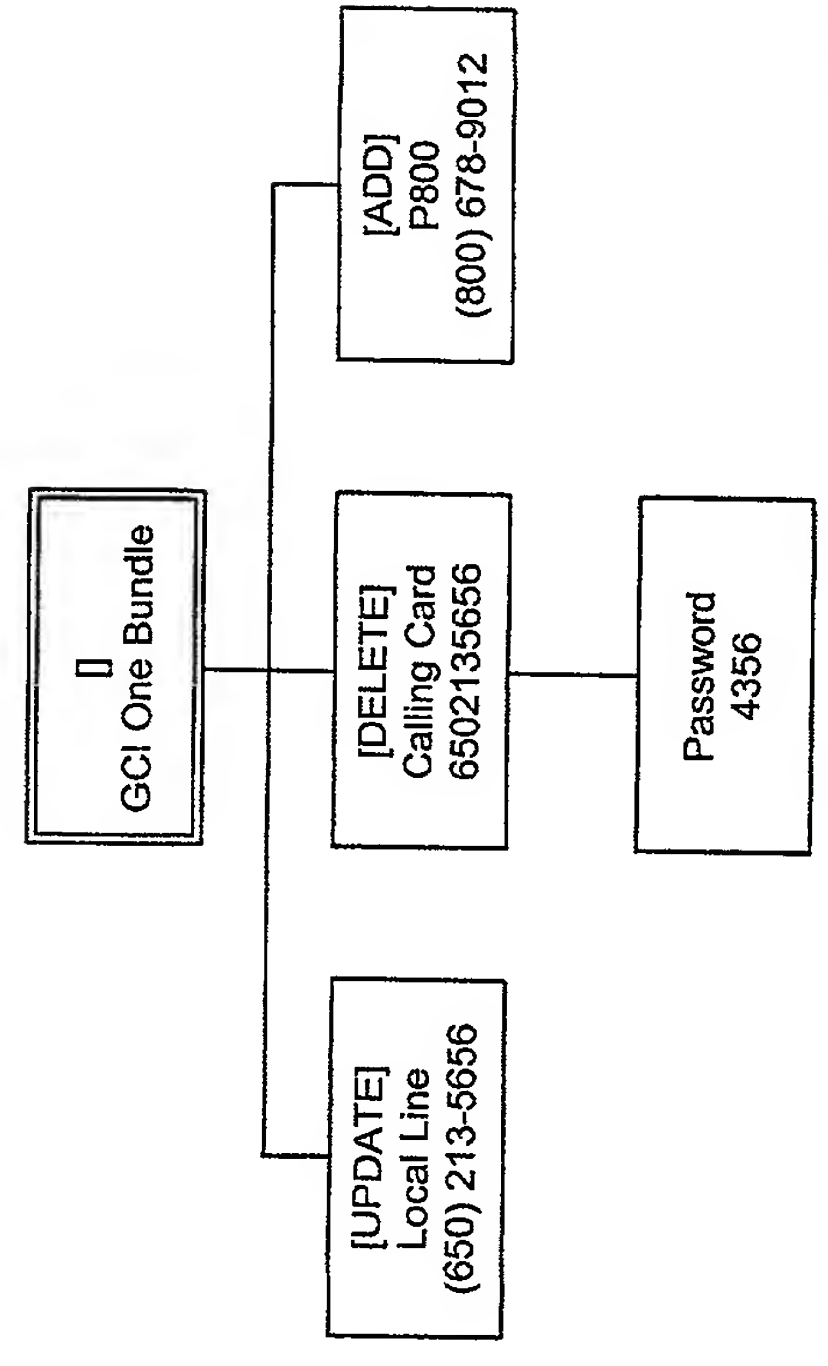


Fig. 11S-1

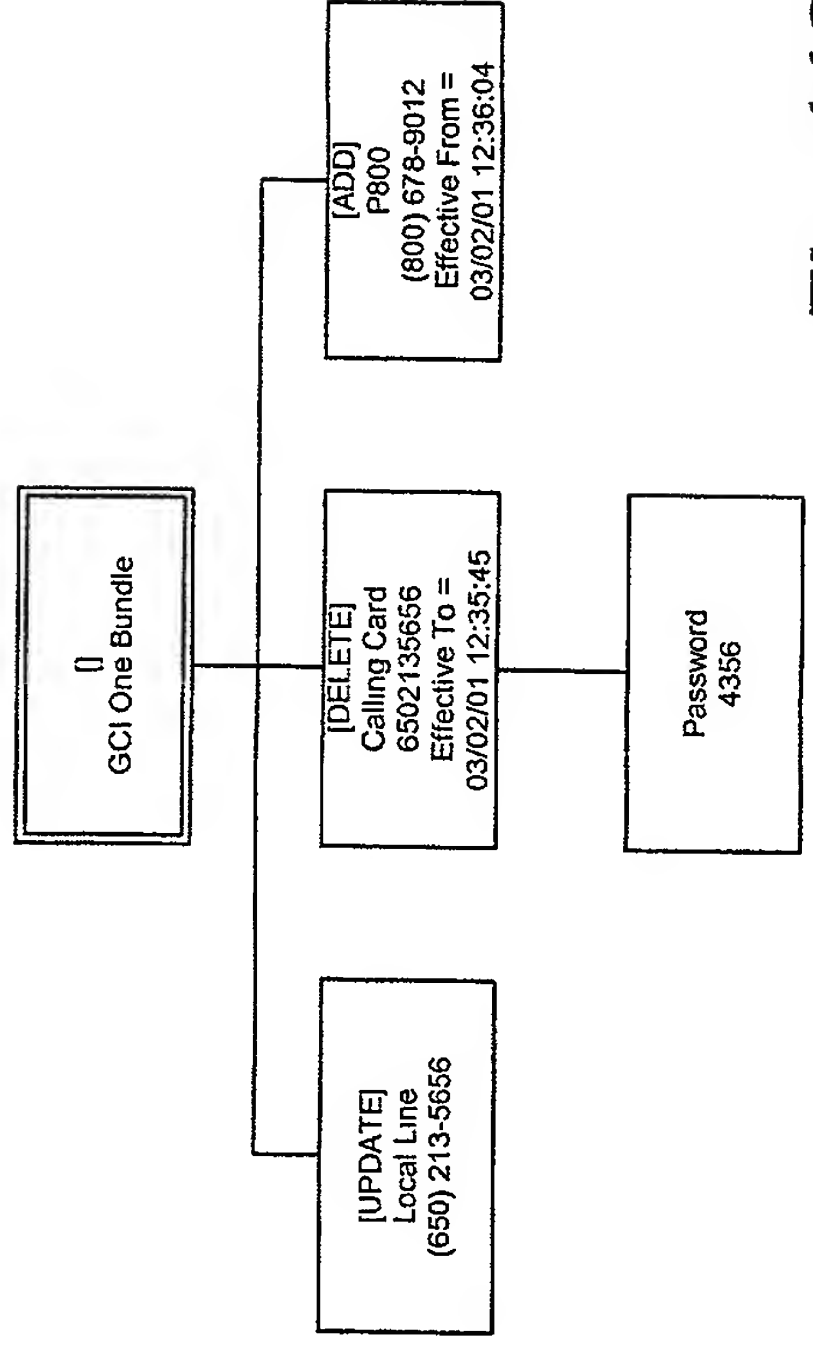


Fig. 11S-2

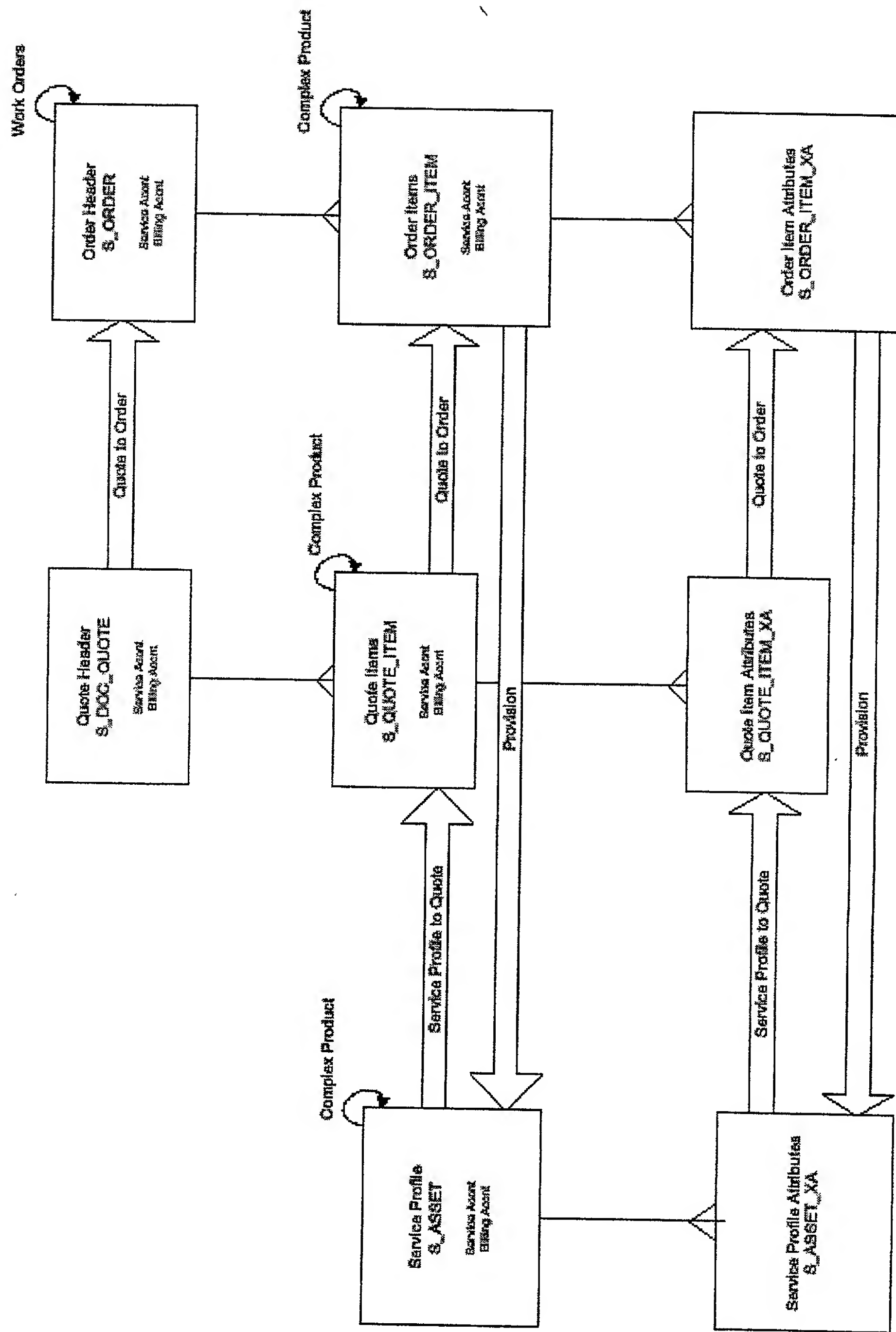


FIG. 12